



<https://www.thetagit.com/careers/it-helpdesk/>

## #1304 IT Helpdesk

### Description

What will you do?

- Provide professional end-user support via telephone, email or web submits
- Provide restorative or maintenance actions to resolve end-user problems
- Responds to end-user problems based on standard procedures
- Track incidents and calls, including but not limited to, entering data into the database timely and accurately
- May be responsible for ensuring systems are configured properly
- High school diploma or equivalent required year's relevant experience
- Requires excellent customer service skills
- Solid foundation of Personal Computer experience
- Troubleshooting capability
- Overall knowledge of desktop productivity products
- Ability to work in a team environment
- Proven ability to remain flexible in a changing environment
- Attendance and schedule adherence are requirements of this position
- Knowledge in Ticketing Systems, VPN, Virtual environments, and Active Directory
- May require additional project-specific training

### Hiring organization

Talent Advantage Group

### Date posted

02/03/2021