



### **HELP DESK ANALYSTS (Full Time Virtual ~ Remote / WFH)**

The **Help Desk Analyst** provides technical support related to computer systems, hardware, or software via telephone, email, and chat tools. This entry-level position is fast-paced and multi-task intensive; requiring quick decision-making and top-notch customer service skills. This is the perfect full-time for anyone starting a technology career pathway. Evening and weekend shifts are available.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include, but may not be limited to, the following. Essential functions are primary job duties that an individual must be able to perform successfully with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- o Serve as the first point of contact to customers seeking help for hardware, software, network, or other technical and non-technical issues.
- o Provide over-the-phone, email, and chat support.
- o Identify, diagnose, and resolve all customer issues by using documented troubleshooting items such as a knowledge base, previously reported issues, colleague experience, or connecting the customer to an escalated level of support to properly resolve their issue.
- o Use of screen sharing and remote control tools to properly vet, collect and evaluate the customer's reported issue.
- o Properly ticketing all customer requests with detailed information regarding the issue reported. Help Desk Analysts are expected to provide accurate, descriptive, and complete information in all tickets in order to successfully relay information back to the customer or other support team members.
- o Maintain a regular and reliable level of attendance.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- o High School Diploma or equivalent
- o At least one year of experience in customer service
- o Strong verbal, written, and typing skills
- o Proficient in Microsoft Office 365 (*ie. Word, Excel, Powerpoint, Outlook*)
- o Typing speed: 40wpm with 90% accuracy
- o Critical Thinking skills
- o Excellent customer service skills, efficiency, multi-tasking skills, and patience are key to any Help Desk Analyst's success

- o Dependable team player who works collaboratively and cooperatively with others in a team-oriented environment
- o Ability to act independently and make decisions within the scope of the position's responsibilities
- o Display the utmost professionalism at all times with team members as well as end-users
- o Ability to function well in a high-paced and at times stressful environment
- o Ability to think strategically and analytically to troubleshoot and resolve issues quickly and/or provide successful alternative methods until a permanent resolution can be found
- o Proactive with the ability to identify, define, and perform remote troubleshooting of computer/technical issues through remote control tools while asking pertinent questions

Exhibit a high degree of initiative, follow-through, and critical-thinking skills with the ability to manage multiple priorities in a demanding, fast-paced, detail-oriented work environment, and make decisions based upon results of research.

### **TOOLS, EQUIPMENT, WORK AIDS USED IN THE JOB**

Smartphone required

- o Android OS version 8.0 or higher
- o iPhone 6s or higher

High-speed internet with a minimum of 10 Mb down 5 Mb up

- o The ability to wire into your modem or router (wireless connections are not supported)

May require Intune "Mobile Device Management" software installed on a personal device(s)

### **PHYSICAL REQUIREMENTS**

Prolonged periods of sitting at a desk and working on a computer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Duties, responsibilities, and activities may change at any time with or without notice.

Qualified candidates may submit resume using this secure, encrypted Dropbox link:

<https://www.dropbox.com/request/EsFzl97ChIT4Ni5BpQZb>

Starting hourly wage is \$15 per hour and will increase after the first year of service based on performance.

**All candidates must be 18 years of age or older, legally eligible to work in the United States, and have a government-issued ID.**