

Accents Jobs

<https://accentsjobs.com/job/aj-lp-rfq1718048-exim-7/>

Help Desk Support Specialist

Hiring organization

Accents Jobs

Description

We are looking to hire a Help Desk, Tier 1, 2, and 3 for a client. The role involves providing comprehensive technical support across various tiers, including call intake, problem analysis, and resolution for hardware, software, video, and network issues.

Job Location

Pontiac, Michigan, United States

Date posted

August 26, 2024

Responsibilities

- Perform tier 1 call intake services, including detailed interaction/incident documentation of reported issues using the DoS incident management system.
- Provide real-time problem documentation for both voice and virtual reported problems in incident management system.
- Analyze and resolve a wide range of hardware, software, video, and network issues.
- Dispatch vendor hardware maintenance requests according to priority levels.
- Communicate real-time events to management and customers using operational communication systems.
- Provide tier 2 and 3 support, offering advanced technical assistance for unresolved issues.
- Support daily HR initiatives with technical expertise and problem resolution.

Qualifications

- Bachelor's degree in computer science, Information Technology, or a related field.
- Proven experience in tier 1, 2, and 3 help desk support.
- Proficiency with incident management systems and operational communication tools.
- Strong problem analysis and resolution skills across hardware, software, video, and network issues.
- Ability to document and manage technical issues effectively.
- Excellent communication skills and the ability to support HR initiatives.
- Ability to collaborate effectively with cross-functional teams.
- Strong organizational skills and ability to manage multiple or competing

priorities.