

Accents Jobs

<https://accentsjobs.com/job/help-desk-support-specialist/>

Help desk support specialist

Description

Our Organization requires the service of a Help desk support specialist.

Responsibilities

- Provide technical assistance to computer users.
- Answer questions or resolve computer problems for clients in person, or via telephone or electronically.
- May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
- Diagnosing issues with computer software, peripherals, and hardware.
- Running software diagnostic tools and physically inspecting hardware systems.
- Talking to clients through basic problem-solving processes.
- Providing basic computer training.
- Installing and upgrading hardware and software systems.

Qualifications

- 1 or more years of basic technical support experience
- Experience with Active directory and MS Office 365 preferred
- High School diploma or equivalent
- Excellent communication (written and verbal), interpersonal and negotiation skills
- Ability to make important decisions under pressure
- Problem-solving skills
- Proven working experience in providing Help Desk support
- Proficiency in English

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Hiring organization

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Job Location

Boston, USA

Date posted

October 3, 2023