

Job Description

The Help Desk Technician role is responsible for responding to and resolving end-user service requests. Timely resolution and client satisfaction are the top priorities of this position. A pleasant demeanor and the ability to quickly troubleshoot problems, identify the issue, and implement solutions that resolve the issue are the primary requirements for this job.

Skills / Requirements

Essential Duties & Responsibilities:

- Create service tickets in Spiceworks based on the issue reported by the client
- Work assigned tickets from the order of severity
- Follow troubleshooting best practices to determine the root cause of the issue
- Perform common administrative tasks (i.e. setup new users, password resets, install software, printer management, email issues, etc.)
- Prep new machines for onsite deployment & configuration
- Update the Status of the ticket through all stages of ticket resolution
- Review the status of all assigned open tickets at the end of each day and follow-up on past due tickets for resolution
- Assist in supporting internal software systems, network equipment, and server maintenance
- The ability to complete an assigned task in a safe manner and in a constant state of alertness
- The ability to get along with co-workers and other employees
- Upholds company policies, including the prevention of harassment

Additional Skills Necessary For Position

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic computer and operating system knowledge
- Basic understanding of business applications, printing systems, and network systems
- Basic network connectivity support & troubleshooting
- Basic knowledge of Active Directory users & computers
- Client email configuration, support & troubleshooting for workstations and mobile devices
- Malware cleanup & remediation
- Interpersonal skills: telephony skills, communication skills, active listening, and client care
- Excellent verbal communications – listens & repeats back for clarification
- Communicates in an understanding & clear manner, adapts tone & style to the individual
- Must not be easily frustrated or put-off by clients who are stressed or do not know enough
- Ability to work as a team with effective internal communications
- Ability to multi-task and adapt to changes quickly
- Self-motivated with the ability to work in a fast moving environment

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