

Help Desk Analyst (Exempt):

The Help Desk Analyst is the bridge between our operations personnel and our Technology Team. This position will provide first line help desk support to the company, assisting them with hardware and software problems via phone, email or fax. The Help Desk Analyst closes jobs quickly and leaves a perception with our clients of an organized, professional, friendly and competent Technology Team.

Qualifications:

- A 2-year degree, 2-3 years of Help Desk or equivalent experience.
- Telephone support experience is helpful.
- Experience using call/issue logging and tracking software beneficial.
- Strong knowledge of Microsoft based operating systems.
- Basic understanding of PC hardware set-up and configuration.
- Knowledge of change and risk management processes is a plus.
- Excellent communication, organizational, written and verbal skills.

Essential Job Functions:

The ideal candidate will be able to function as an integral part of the Technology Team and have a good amount front-line help desk support experience. The Help Desk Analyst needs patience, a great phone manner, a helpful nature, and excellent written and verbal communication skills.

Day to day duties include:

Password resets, Microsoft Windows issues or questions, assistance with email software such as Outlook, Internet Browsing, or assistance with Microsoft Office.

Maintaining a high degree of customer service for all support queries and adhere to Company policies and principles. Take ownership of user problems and be proactive when dealing with user issues.

Log all calls on the call logging system. Maintain a log of any software or hardware problems detected.

Respond to enquiries from clients and help them resolve hardware or software problems. Support our clients by providing necessary training and advice.

Perform IT triage - allocating more complex calls to the relevant Technology Team member or arranging for external technical support where problems cannot be resolved in house.

The Help Desk Analyst will help to document our IT systems and should be willing to continually grow personally by learning new technologies, Network Administration and System Analysis.

C.S. McCrossan is an Equal Employment Opportunity employer

Interested applicants please email Katy Maus at kathleenm@mccrossan.com