



Tier 1 Helpdesk Technician

In search of a career-minded Tier 1 Helpdesk Technician who is looking for an opportunity to work for an outstanding company with great pay and benefits.

Tier 1 Helpdesk Technician will be responsible for:

- Provide first level support for end users requiring technical assistance.
- Responding to incoming support calls and email support requests, and providing timely remote repair of end user issues
- Basic knowledge of Windows-based operating systems and Office Products are required.
- Must have good communication skills and work well in a team environment.

Before you apply for this position, do you possess the following skills?

- *Verbal and written communication skills* to interact clearly with customers and other employees.
- *Organization skills* to keep accurate records and find important information quickly.
- *Time management skills* to prioritize and complete a variety of tasks throughout the day.
- *Patience and listening skills* to respond appropriately and interact positively with customers.
- *Interpersonal skills* to create a pleasant experience for all customers, such as being personable and attentive.
- Proficient in using digital calendars and typical office equipment like printers, scanners and phone systems to complete their job duties.

Company Benefits

Competitive pay, paid time off, medical, dental and vision insurance, life insurance and 401K program.

Requirements

- This is a full-time position. Monday – Friday, 8 AM – 5 PM or as required.
- High school diploma or equivalent
- Some college, pertinent experience, and/or certifications are preferred.
- A valid driver's license.
- Must pass background check and pre-employment drug screening.



Please include your current phone number and email address. Applicants will initially be contacted via phone call. If you miss our call, please call back within 24 hours or application will not be considered.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift

Application Question(s):

- Can you pass a pre-employment drug screening and background check?

Work Location: In person