

IT HELPDESK

Position Summary: IT Help Desk specialist to provide fast and useful technical assistance on computer systems.

Essential Responsibilities:

- Technical assistance for users over Phone or Email.
- Perform remote troubleshooting using different techniques.
- Provide accurate information on IT services.
- Create and maintain tickets and follow up with users.
- Work with users on hardware, software and network issues.
- Follow company standards and procedures to troubleshoot problems.
- Resolve technical problems with Local Area Network (LAN), Wireless Networks, Wide Area Networks and other systems.
- Provide advice and knowledge to support team for network troubleshooting.
- Provide users with assistance for typical Microsoft Office; properly demonstrates features and functions of the software to users.

Qualifications:

- Fluent English
- The ability to communicate exceptionally over phone and email with users and co-workers.
- Ability to work from home.
- A flexible schedule – ability to work various assigned shifts and cover holidays.
- The ability to understand, diagnose and repair computer and software issues.
- Self-direction and ability to work alone.
- A Bachelor's Degree in a related field preferred.
- Knowledge of Microsoft Windows OS (Active Directory is advantage).
- One-year previous experience in similar position.
- Knowledge of AS400 POS IBM I Series is advantage.

Please send your applications on careers@bournesoft.net