

Help Desk Support

Qualifications:

(Minimum educational, licensing and experience requirements)

Education/Licensing/Accreditation:

- Minimum of 1-5 years customer service experience in helpdesk environment.
- Technical school or Bachelor's in Computer Science or certifications preferred.

Experience:

- Knowledge of MS Office, Adobe Products, Bluebeam and HP Systems, Communicator.
- Strong communications and interpersonal skills working with technical and non-technical users.
- Strong analytical ability.
- Knowledge of basic troubleshooting steps.
- Desktop support skills with resolving related problems using remote control tools.
- Ability to build and maintain ongoing relationships with customers, peers and support partners.
- Ability to perform well in high-pressure situations .
- Ability to work independently and be self-disciplined.
- Ability to learn and comply with organization and policies.

Responsibilities:

- Requires experience in the set-up, configuration, use, and trouble shooting of computers (Emails and Outlook, iPads and mobile phones).
- Responds and follows-up on internal and external customer support problems.
- Installs approved software as needed by customers on desktops.
- Assist with Video Conferencing, meeting setup for Go-to-Meeting, WebX, and Skype.
- Troubleshoot Printing issues.
- Must learn Newforma.
- Perform other duties as assigned.

Professional Qualities and Behaviors:

- Must demonstrate leadership qualities and a strong business sense.
- Collaborates effectively on a team basis.
- Maintains a positive and professional attitude.

Notes:

- Only qualified applicants will be considered
- U.S. Citizen or have legal right to work in the USA without sponsorship
- Please send your resume and portfolio to hr@zieglercooper.com