

Entry Level Help Desk Technician

Job Description

As an entry level help desk technician, you will work with employees of our company owned 1st Stop Convenient Stores by assisting technical questions and basic hardware support via phone support or remote-control software.

Responsibilities:

- Provide first level troubleshooting skills to resolve general Point of Sale systems support issues via telephone and remote communication tools
- Assure that requests are resolved in a precise and timely manner
- Resolve issues and/or assign or notify appropriate resource
- Apply diagnostic utilities to aid in troubleshooting; test fixes to ensure problem resolution
- Perform preventative maintenance
- Log all support calls into the call tracking system
- Track and document regular daily activities and projects
- Work with IT Manager/Director to communicate software issues
- Follow-up with callers to ensure customer satisfaction
- Remove viruses and communicate with staff regarding potential risks
- Setup and troubleshoot various pieces of IT hardware. (Computers, Printers, Phones)
- On-call rotation
- Install and remove software as needed
- Document operating procedures and update with any changes
- Create/Setup user profiles and administer security

Qualifications:

- Vocational/Technical certification preferred
- Experience with IT fundamentals such as computer hardware troubleshooting and computer network knowledge
- Ability to work in both a team environment and independently
- Time Management
- Analytical skills, the ability to solve problems that may come up during a typical work day
- Strong written and verbal communication skills
- Strong interpersonal skills with end users, customers, and management
- Ability to communicate IT terminology to someone that does not understand technical terms
- Legally eligible to work in the United States
- Must be at least 20 years of age

Job Type: Full-time (35-40 hours week)

Pay: \$15.00 - \$20.00 per hour

Interested Individuals, please email resume to gmullins@1ststopinc.com