

Help Desk Specialist – Sylvester, Georgia

For over 24 years, CTSI continues to provide World Class IT Support and is looking to expand their team in Sylvester, Georgia. The qualified technician provides technical support and customer service to CTSI Business Partners to enhance productivity in the operation of IT computer technology.

The responsibilities include call handling, issue identification, logging and tracking, resolution, and escalation, as appropriate, to IT technical areas.

Job Summary

Responsible for providing technical assistance and support related to computer systems, phone solutions, security systems, hardware, or software. Responds to requests, runs diagnostic programs, isolates problem, and determines and implements solution.

Primary Responsibilities

- Provide technical assistance and support for incoming requests and issues related to computer systems, software, and hardware.
- Respond to requests and provide level 1 support resolution.
- Open service tickets to escalate to on-site technicians.
- Daily Backup checks
- Monthly Server Checks
- Weekly Reports to be discussed and shared in Weekly Staff Meeting
- Monthly Reports for Clients
- Write job aids for clients, Including documenting passwords and other key data.
- Coach computer users remotely, on request
- Maintain daily performance of computer systems.
- Respond to email messages or chat messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Follow up with customers to ensure issue has been resolved.
- Run reports to determine malfunctions that continue to occur.
- Communicate with every client at least once per month
- Communicate any change in processes to the customer and CTSI Team
- In-house repairs when needed
- Create and update client systems documentation.
- Manage system alerts and patches
- Provide internal support for account managers
- Tune-up and optimize business client computers.
- Remote install computer peripherals for users.
- Other tasks as assigned.
- Must work as a team.

Experience

Must have remote support experience, supporting end-users.

Must have superior phone skills.

A+ Certification preferred.

Full-time, Full benefit package, Salary based on experience

Email resume to: tammy@ctsioutsourcing.com