

## Help Desk Support

Part-time- 4 days and/or 25 hours a week

This is an entry-level desktop support position that will work 3-4 days a week (flexible). This person will provide hardware and software support to all levels of personnel within the organization. The duties include: Help Desk support, Hardware and Software diagnosis and repair for laptops, desktops, and mobile devices. This position is responsible for ensuring that all support issues are responded to in a timely manner and resolved quickly.

### **Responsibilities:**

- Diagnose and resolve hardware breakdowns including: PC-based workstations, laptops, printers, mobile devices
- Support for Windows 7
- Provide technical support, diagnose and resolve any issue regarding the above devices and software
- Document and communicate all issues regarding breakdowns and their resolution
- Maintain security policies and practices in Windows Active Directory

### **Qualifications:**

- Customer service experience, technical aptitude and a desire to learn are required.
- The candidate should have broad technical computing background in desktop, laptop and mobile devices
- Knowledge of Windows 7 and Windows 10
- Knowledge of standard business software applications, including Office 2016, Office 365
- The ability to support customers remotely is essential
- Excellent interpersonal skills are required