

**Position:** Internet Technology Help Desk Specialist

**Location:** cyberM-I-N-D., Kalamazoo, MI

**Date Available:** Immediate

**Tax Term:** Part Time

**Pay Rate:** \$8 - \$11 per hour

**Overview:**

cyberM-I-N-D. is a leading provider of Office Technology and Internet Technology solutions for small and medium sized businesses and residents nationwide. We are seeking a seasoned support technician responsible for providing Help Desk support to our clients.

**Essential Functions:**

- Provide technical assistance over the phone by diagnosing and troubleshooting a full range of Internet technology-related issues. Multiple networking protocols are supported (specifically TCP/IP and Ethernet).
- Responsibilities include thorough and accurate documentation of work within call tracking software. Candidate will also have responsibility for follow through on all calls taken, to ensure customer satisfaction.
- Technician will be a member of a 24/7/365 team that answers, evaluates, and prioritizes incoming telephone, voice mail, and e-mail requests for assistance from users experiencing problems. This position will provide notification of possible network problems and facilitate problem resolution through appropriate contact lists and escalation paths.

**Duties include:**

- Respond to incoming customer calls, analyze events and information, diagnose cause of problem, resolve the technical problem and advise the customer.
- Dispatch technical calls that cannot be resolved on first level problems to the proper support area.
- Document and log all pertinent call information (customer info, nature of problem, solution, etc.) via call tracking software.

- Be up to date with all systems and tools used in diagnosing and correcting customer IT problems.
- Be up to date with the customer computer environment (hardware, software & supported applications). Follow up on unresolved customer issues.
- Provide callers with information on overall computer environment status (outages, system performance issues, changes).
- Provision and setup customers on a wide variety of services such as dial-up, DSL, web hosting, e-mail, etc.

**Essential Knowledge:**

- Candidate must be highly capable of responding to and resolving a broad range of customer requests for problem resolution and service requests in a timely manner.
- Candidate must be able to independently analyze customer requirements/system alerts and develop appropriate solutions to meet expected service levels.
- Technical knowledge coupled with effective oral communication skills are a must.
- Working experience with Linux RedHat, Windows 9x-2003 Server, and/or NT environments.
- Hands on knowledge of MS Office and other standard desktop applications.
- Strong English communication skills.

**Contact Information:** Please e-mail your resume to [jobs@cybermind.biz](mailto:jobs@cybermind.biz) with the subject of Internet Technology Help Desk Specialist.