

Position: Help Desk Specialist

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

Date Available: Immediate

Tax Term: Internship

Pay Rate: non-paid internship

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.

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.
- 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 with the subject of Help Desk Specialist.