

**Date of Advertisement: July 30, 2019**

**Job Title: Help Desk Representative**

**Location: Clearwater, Florida**

**Position Description**

The Help Desk Representative is an entry level IT Help Desk position responsible for the primary point of contact for reporting company technical incidents via telephone or emailed tickets. This position will be a member of the IT Support team and will work in our Clearwater office during specified business hours. The Help Desk Representative will log then act on specified first tier technical requests by logging initial troubleshooting analysis and then escalate tickets to assigned teammates.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Taking calls that come into the Help Desk and log the support tickets accordingly.
- When applicable, after logging tickets, convey first tier technical resolutions and information about password, software, hardware, and operating system support inquiries.
- Act on technical issues to assist with identifying problems, reading manuals, researching answers, inspect equipment, and providing corrective resolution steps.
- Review support impact and urgency to clearly communicate support ticket priority, status and expected SLA times to requester and assigned teammate.
- Log ticket and contact assigned teammate about requester follow up calls.
- Setup PC equipment for employee use, performing or ensuring proper installation of cables, logons, and appropriate software.
- Basic support follow ups may include hardware replacement, software updates, printer setups, Office 365 logon/setups, MS Outlook and other MS Office desktop app installation/setups.
- Identify system performance issues and perform basic troubleshooting tasks which includes the running of specified optimization tools.
- Participate in end user software training to identify and improve learning issues, support recommendations, and technical knowledge.
- Responsible for changing tasks quickly to accommodate prioritized support initiatives.
- Other entry level IT duties and responsibilities may be assigned.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty and responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Educational and Experience Requirements**

- High School Diploma / GED.
- 1+ years of Windows 10 Professional or Enterprise desktop experience.
- 2+ years of general office experience and use of Microsoft Office applications.
- Entry-Level IT Certification. Minimum of a CompTIA IT Fundamentals Certification or capable to achieve within first 90 days.

### **Where to Send Resume's**

Send resumes attention Earnest Lee at [elee@camelotcommunitycare.org](mailto:elee@camelotcommunitycare.org).

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