

Job Description

An IT Help Desk Technician is responsible for providing technical support and assistance. They interact with customers by phone or in-person to resolve their computer problems related to software and hardware issues to help them get back up running smoothly again. IT Help Desk Technicians work with Desktop Support Engineers to adequately provide their clients with satisfactory service, no matter their problem. Desktop Service works in tandem with IT Service, as one needs the other to perform at its best quality.

Responsibilities

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures

Requirements and skills

- Proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Excellent communication skills
- Customer-oriented and cool-tempered
- HS IT Class, BSc/BA in IT, Computer Science or relevant field