Help Desk 1 (331866) ***3 openings***

*local candidates strongly preferred

**position is located in Ettrick, VA, which is 30 minutes south of Richmond

Start Date: 08/05/2013       End Date: 12/31/2014

Job Description:

Years of Experience:

2 to 3 years of experience in the field or in a related area

Provide a centralized reporting and problem resolution facility to support users of Information Technology.

Job Description:

Under general supervision, provide technical software, hardware and network problem resolution to all VSU technology users by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center environment; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist other technicians as call volume permits; assign more complex end-user problems to appropriate support groups; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

- 35% Field incoming requests to the Help Desk to ensure courteous, timely and effective resolution of end user issues. Create the initial record of the incident/request; assign all Level Two and Level Three requests to the appropriate support group; and contacts third-party vendors for warranty service repair.

- 25% Identifies, diagnoses, and resolves Level One problems for users of the campus IT services, to include, but not limited to, networking, authentication, computer, mobile devices, security, software, and multimedia devices in a call center environment; communicates solutions to end-users.

- 20% Assist IT project leads and team members in the support, testing and training of the user base on business applications.
• 15% Research problems that cannot be resolved immediately and coordinate problem resolution. Determine whether reported problems require a technician site visit. Write up common problems and solutions for inclusion on Help Desk Web Page.

• Perform other duties as assigned by the Deputy CIO for IT Operations and those appointed above.

Field incoming requests to the Help Desk to ensure courteous, timely and effective resolution of end user issues.

Create the initial record of all incidents/requests; assign all Level Two and Level Three requests to the appropriate support group. Answer user’s questions regarding computer software and hardware operation to resolve problems. Recommend solutions and lead users through correction of problems. Research problems that cannot be resolved immediately and coordinate problem resolution. Determine whether reported problems require a technician site visit.

Perform minor repairs to hardware, software and peripheral equipment. Elevate major repairs and warranty repairs to vendor for resolution.

High School Diploma or Equivalent and 2-3 years related experience; Associate Degree preferred. Must demonstrate excellent communication, interpersonal and organizational skills and be adept at tactfully managing a wide array of customers and their needs. Strong analytical thinking and problem-solving abilities required. Ability to provide high level of customer service and reduce technical information to simple language. Ability to clearly document issues so that they may be easily interpreted by other staff members. Skilled in the installation, repair and troubleshooting of Microsoft Windows 7 computers as well as Apple iPads; working knowledge of Altiris a plus as well as A+ or MCP certification. Must be punctual. Experience in a higher educational environment preferred.
## Skills Matrix

<table>
<thead>
<tr>
<th>SKILL</th>
<th>REQUIRED/DESIRED</th>
<th>AMOUNT OF Experience (YEARS)</th>
<th>CANDIDATE'S YEARS OF EXP.</th>
<th>Last Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled in installation, repair, and troubleshooting of Microsoft Windows 7 computers</td>
<td>Required</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled in installation, repair, and troubleshooting Apple iPads</td>
<td>Required</td>
<td>3</td>
<td></td>
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<tr>
<td>Working knowledge of Altiris a plus</td>
<td>Desired</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>Work experience in a higher educational environment is a plus</td>
<td>Desired</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent communication, interpersonal and organizational skills</td>
<td>Required</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Candidate must be adept at tactfully managing a wide array of customers and their needs</td>
<td>Required</td>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- What experience do you have working in a customer service, call center environment?
- Does candidate live within a 40 mile radius of Ettrick, VA?
- If not, in what city/state does candidate reside?
- Is candidate willing and able to travel to Ettrick, VA for a personal interview, if requested by manager? NO phone interviews will be conducted for this requirement, NO exceptions.
- How soon after an offer can your candidate start?

*Please note this is a 1099 contractor position.*

**Contact:**

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http://www.reddiamondtechnologies.net