

UUMS IT Help Desk Technician

Position Description

The 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.

Responsibilities:

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

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 (fluent Spanish important but not critical)
- Customer-oriented and even-tempered
- Bachelor's degree in IT, Computer Science, or relevant field is a plus

We are looking for a competent Help desk technician to provide fast and useful technical assistance on computer systems. This technician will answer queries on basic technical issues and offer advice to solve them.

An excellent Help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult customers who have little or no technical expertise. The goal is to create value for clients that will help preserve the school's reputation and business.