

Student Worker Job Description

This position is for a customer service-oriented Help desk technician to provide technical support to users via phone call, remote control tools or in-person interaction in an efficient and accurate manner. This person will work under the supervision of the senior helpdesk technician to solve basic technical problems and provide support for all assigned areas

Responsibilities

- Provide first level contact and convey resolutions to customer issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Update end user's data and produce activity reports
- Walk end users through problem solving process
- Follow up with end users, provide feedback and see problems through to resolution
- Use excellent customer service skills and exceed end users' expectations
- Ensure proper recording, documentation and closure of tickets

Requirements

- Working knowledge of help desk software, databases and remote control
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation