Help Desk Specialist (Entry System Admin)

5112 Bobby Hicks Hwy.

Gray, TN 37615

P.O. Box 8456

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Position Overview:

Applicants should expect a fast-paced work environment supporting multiple customers and diverse technology solutions. Answer all incoming service calls. Provide first level customer support including troubleshooting basic issues with computer hardware, network/internet connectivity, email, and software applications as well as completing client requests for password and user account administration. Escalate the call when needed. Help with internal projects/equipment problems. This position reports to the Technical Services Manager.

Essential Job Functions

Take in-coming calls from service customers and monitor support emails requesting technical service

1. Gather information about the problem and create a service ticket
2. If help desk technician cannot resolve issue, escalate to the Client Services Coordinator to schedule and assign an engineer to complete the ticket
3. Assist in establishing and documenting Software and license for BCTI and customers
4. Monitor and organize all customer information
5. Communicate ticket status and document updates to clients and internal staff as needed
6. Manage time entry of work performed in real time
7. Must be able to work a full-time 40-hour work week which may include after-hours support
8. Other tasks/duties as assigned

Phone 423.283.0543

Fax 423.282.8887

www.bcti.com

Skills, Knowledge, and Abilities Required

1. Minimum of two years' experience supporting a business environment
2. Minimum of two years' experience supporting and installing Windows Desktop operating systems
3. Excellent computer skills
4. Proven troubleshoot and diagnostic skills
5. Ability to communicate with customers, co-workers, management, and business contacts in a courteous, professional manner

6. Ability to excel in a team setting
7. Strong organization skills
8. Ability to multi-task
9. Have a working knowledge of help desk and managed services
10. Ability to research and learn new software applications quickly
11. Excellent technical writing skills in creating policies, procedures, and standards
12. Ability to work in a fast-paced and dynamic environment with a calm demeanor while maintaining a positive attitude
13. Honest and dependable

Education and Experience -

1. Minimum of two years' experience working in Help Desk and Managed Services

Preferred

1. Experience with MS Windows Server, MS Exchange, or ConnectWise
2. CCNA Certificate or Basic Cisco Experience

Contact careers@bcti.com with resume and cover letter for consideration. Excellent salary and benefits package available for the right candidate.