

## Help Desk Specialist

### POSITION SUMMARY

The Help Desk Specialist is responsible for providing technical assistance and support related to computer systems, hardware, or software for Eclipse Technical Assistance Centre (TAC) and Network Operations Centre (NOC).

The Help Desk Specialist answers customer Help Desk calls, opens tickets, performs level 1 & 2 support/triage to determine best way for Mean Time to Repair - MTTR.

### DUTIES & RESPONSIBILITIES

- Be a TAC/NOC ambassador for Eclipse to ensure the best possible customer experience when client calls in for issues and open a ticket.
- Provide technical assistance and support for incoming queries and issues related to hardware and software.
- Work with other TAC/NOC team members to triage problems to ensure minimum down time client down time.
- Respond to queries either in person or over the phone.
- Write training manuals.
- Train new customers when they subscribe to Eclipse's Managed Services offerings.
- Maintain daily performance of systems for Eclipse and clients as per Master Services Agreement.
- Respond to email messages for customers seeking help or wanting to open a ticket.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Run diagnostic programs to resolve problems with Eclipse TAC/NOC tool sets.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

## QUALIFICATIONS & EXPERIENCE:

- Must have high school diploma or equivalent, with a college or university degree preferred, or an acceptable combination of education and relevant experience.
- Must have excellent written, oral, and telephone communication skills – particularly in English
- Must be able to communicate in user-friendly language with a strong customer service mindset.
- Must have exceptional multi-tasking abilities and prioritization skills.
- Must be a team player, able to work under pressure.
- Must have knowledge of information and computer technology.
- Knowledge of Cisco networking switching and routers would be an asset.
- Operating systems may include, (e.g. Windows 10/, Mac OS X).
- Background in computer support and networking knowledge (ideally have or are pursuing A+ certification, Cisco CCNA or Microsoft MCP).
- Able to quickly analyze issues and determine best course of action using available resources.
- Able to set realistic expectations and timelines with the customer.

## KEY COMPETENCIES:

- Oral and written communication skills
- Learning skills
- Customer service oriented
- Problem analysis
- Problem-solving
- Adaptability
- Planning and organizing
- Attention to detail