

United States Jobs Expertini®

Deskside Support Analyst

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Company: Coretek

Location: United States

Category: other-general

The Deskside Support Analyst will provide quality remote and onsite support to IT users, employing a high degree of customer service, technical expertise, and timeliness. Consult knowledge base to optimize problem resolution, track calls and enter solution data and follow through on resolution with end users.

Duties and Responsibilities

Handle incoming tickets and provide support; document each call verifying customer information and including all troubleshooting steps

Research, resolve, and respond to questions received via phone calls, emails, and submitted requests and tickets in a timely manner, in accordance with standards and SLAs if applicable

Install, configure, and upgrade hardware and software applications.

Collaborate with cross-functional teams to ensure the smooth operation of IT systems.

Escalate problems to appropriate individual/group for additional troubleshooting and resolution

Assist in the resolution of user and support issues to ensure a positive customer experience

Contribute to the Knowledge Base with updates to existing articles and generation of new articles

Acquire and maintain current knowledge of relevant product offerings and support policies to provide technically accurate solutions to customers

Participate in team projects that enhance the quality or efficiency of Service Desk and assist with special product-related issues as needed

Requirements

Strong listening, verbal, written, and interpersonal communication skills

A strong sense of urgency and the ability to multi-task effectively with attention to details

Demonstrated organizational, communication and time management skills with the ability to work independently

Ability to troubleshoot, analyze, and resolve customer concerns in a professional and timely manner

High technical aptitude and strong PC troubleshooting skills

Ability to work

independently as well as part of a team and function well under pressure. 1-3 years customer service experience preferred Knowledge of Active Directory tools and processes Familiarity of Citrix, AVD, or other virtualization technologies Familiarity with VPN and remote connection technologies Knowledge and support experience with user endpoints such as laptops, desktops, printers, scanners, and other peripherals Ability to drive and reliable transportation Ticket management knowledge, including ITIL Experience with Kace Ticketing system a plus Experience with Cherwell Ticketing system a plus Experience with ServiceNow a plus Education: Bachelor's Degree preferred ITIL, Network+, A+ or Security+ certifications are preferred

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