

Help Desk Support Technician

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Company: Oakridge Staffing

Location: Shelton

Category: sales-and-related

Global Retail Company is looking for a Help Desk Specialist for their Shelton, CT location.

Essential Functions of Job

- Provide 1st level technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk via phone, portal ticket, email or in person
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority and redirect problems to correct resource
- Escalate issues requiring 2nd or 3rd level support

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