

HELP DESK ASSOCIATE IN CLEVELAND, OH

SEEKING DRIVEN CANDIDATES WITH A STRATEGIC BALANCE OF IT KNOWLEDGE AND COMMITMENT TO A POSITIVE CUSTOMER EXPERIENCE.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Use excellent customer service and communication skills to provide highly responsive technical support and assistance to employees.
- Resolve a wide array of issues relying on a knowledge base and established procedures for effective execution.
- Manage ticket documentation and follow-up.
- Focus on tactically-oriented responsibilities, primarily regarding daily deliverables, routines, and defined outputs.
- Perform basic to moderately complex processing, review, or other administrative-based work.
- Maintain a positive and flexible approach toward changes that are introduced in the environment on a continuous basis.
- Make decisions within a prescribed framework of established boundaries without deviating.

QUALIFICATIONS:

- High school diploma required.
- Excellent speaking and written communication, interpersonal, and customer service skills required.
- Must have excellent relationship management, knowledge-sharing, and quality assurance skills.
- Knowledge of information technology subjects, such as remote computing, technical troubleshooting, help desk, PC and server hardware and software, application development tools, and hand-held device software preferred.