

TECHNICAL SUPPORT SPECIALIST IN SOUTHPOINTE, PA

RECRUITING CANDIDATES WITH A STRONG BALANCE OF TECHNICAL TROUBLESHOOTING AND COMMUNICATION SKILLS, INCLUDING TCP/IP, WAN/LAN, AND ACTIVE DIRECTORY. CANDIDATE MUST BE ABLE TO MULTITASK IN A FAST-PACED ENVIRONMENT.

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:

- Ensure that computer operations run smoothly and allow end users to accomplish organizational tasks.
- Provide desk side or audio/conference room support to administrative offices during regular business hours
- Receive, prioritize, document, and actively resolve end user help requests.
- As needed, use diagnostics and help request tracking tools and provide hands-on help at the desktop level.
- Troubleshoot advanced hardware issues with PCs and peripheral technology such as printers and scanners.
- Fully document problem symptoms and capture all relevant system and application information within the IT knowledge base system.
- Perform advanced troubleshooting tasks such as user account and file server/share management, Exchange mailbox administration, and network-based printer and multi-function device problem resolution.
- Independently resolve most problems and questions that arise, and consult with senior team members or other technical staff only on unusual or especially difficult issues.
- Recognize problem issues that affect multiple end users, and work with other IT teams to prioritize and solve them quickly.
- Log all calls in the Service Desk ticketing systems.
- Escalate all out of scope issues in adherence of service-level agreement (SLA) timelines.
- Follow up regarding ticket status on behalf of the user and communicate progress in a timely manner.
- Review the aging ticket queue to ensure SLA goals are achieved.

QUALIFICATIONS:

- High school diploma or equivalent education required; Bachelor's of Science in Computer Science preferred.
- Working knowledge of current network topology, TCP/IP network troubleshooting in a WAN/LAN environment, office applications, printing processes, and advanced troubleshooting for desktop operating systems.
- Emphasis on troubleshooting skills and ability to resolve mechanical and technical problems over the phone.
- Effective, clear, and well-organized verbal and written communication that demonstrates an understanding of audience needs.
- Ability to troubleshoot issues with servers, desktops, printers, networks, remote access, and Internet Explorer.
- Knowledge of how to use Active Directory to create and manage users, groups, and resources effectively.
- Ability to identify and communicate trends and work with senior department team members and define corrective action.
- Ability to travel to other locations and sit at a computer for extended periods of time.