

## HELP DESK ASSOCIATE IN PHILADELPHIA, PA

SEEKING TECHNICALLY-ORIENTED CANDIDATES WITH EXCELLENT COMMUNICATION SKILLS TO ADDRESS CUSTOMER NEEDS.

### 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](http://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](http://www.benderconsult.com/careers/submit-resume) and complete the electronic form.

### POSITION DESCRIPTION:

- Resolve issues with customers over the phone.
- Diagnose customer's technical problems.
- Provide creative solutions and alternatives.
- Maintain a high level of customer focus in all interactions.
- Resolve issues at first level within specified timeframe.
- Provide "just-in-time" training to the customer.
- Identify opportunities for process improvement and problem elimination.
- Escalate problems to appropriate technical support group.
- Maintain documentation on incoming calls via Problem Management System.
- Continually focus on learning new technologies to support rapidly changing environment.
- Create individual development plans that enhance team and personal effectiveness.

### QUALIFICATIONS:

- Associate's degree preferred.
- Must demonstrate technical proficiency.
- Clear communication and an ability to understanding of customers' issues and demonstrate real concern is required.
- Experience in the areas of Customer Service.
- Basic knowledge of MS Word, Outlook and Excel or equivalent, Microsoft Windows, and Apple hardware and Operating systems.
- Aptitude for learning new technologies.
- Strong aptitude for problem solving and advanced troubleshooting techniques.