



# Shift>support

## Position Overview

Help Desk Technician



# Help Desk Technician

## Dimension & Scope

The Help Desk Technician is responsible for finding solutions for our Clients IT issues in a timely and effective manner. The Help Desk Technician will manage IT Tickets and aid in resolving IT issues with Shift Supports' internal and external clients. The successful candidate will be trouble shooting a variety of problems and offering solutions to items such as password resets, setting up devices, server navigation, program installation and much more. The Help Desk Technician will be responsible for direct communication and problem solving in a timely manner to ensure clients receive solutions.

This role will work within the Shift Support team to gain technical skills and coaching from our team to provide a great learning and growth-oriented position. We aim to partner with our clients and their employees to ensure we can enhance productivity to support our organizational goals for Shift Support and our partners. Providing solutions in a friendly and sympathetic manner while resolving issues is key in delivering exceptional service.

## Primary Job Responsibilities

- Providing quality user support by partnering with our Clients to resolve IT issues.
- Answering tickets, phone calls, emails, and other client communication in a timely and effective manner to understand current issues.
- Utilize strong communication skills to get a greater understanding of issues clients are facing.
- Develop rapport with Shift Supports clients to provide quality support by understanding client preferences and needs.
- Responsible for timely communication, and documentation of symptoms, when addressing IT issues and proving and/or coordinating support and solutions.
- Educate and inform users and clients on changes to processes and procedures as soon as they become available.
- Provide verbal and written responses/updates with the Shift Support team and its clients'
- Escalate tickets when answers are unclear and be sure to inform teammates to the best of your availability in seeking aid from the team.
- Utilize knowledge and skills pertaining to security – make sure you take every precaution in protecting Client information through processes and procedures.
- Bring innovative and supportive information to the team to foster growth.

## Required Skills

- Minimum 1-year IT Help Desk/Support Experience, or an equivalent combination of experience and education
- Proven ability to manage competing timelines and maintains accountability in completing all tasks in a timely manner.
- Strong written and verbal communication and interpersonal skills
- Ability to develop and maintain positive relationships with internal and external stakeholders such as vendors and clients.



- Maintain accurate technical notes and activity tracking within our ticketing system.
- Proven ability to maintain positive client and user interactions during stressful situations.

### **Compensation**

The successful candidate will be provided a competitive annual salary with the addition of bonuses, overtime as needed and a benefit package.