

Helpdesk Support

JOB SUMMARY:

The **Helpdesk Support** is responsible for

JOB REQUIREMENTS:

1. Associate's in Applied Science degree in Information Technology, Computer Science or related field is preferred. Experience or certifications can substitute.
2. 2-3 years of helpdesk experience in a medium- or large-sized organization as help desk support or computer/network technician with experience in PC troubleshooting and configuration.
3. Experience working with Help Desk ticketing tools preferred
4. Excellent verbal and written communications skills
5. Must be extremely customer oriented and be able to deal with people on all levels regarding information technology issues.
6. Experience in supporting manufacturing processes preferred
7. Working knowledge of servers, general networking principles, enterprise applications, and Internet technologies
8. Work as a 'team player,' especially during time sensitive tasks/projects which may require overtime to successfully complete the job
9. Self-starter, capable of successfully balancing multiple support and project goals while maintaining priorities unsupervised
10. Works well under stress and time critical situations
11. Must be familiar with and able to use basic hand tools associated with IT duties.
12. Reliable, well organized and able to maintain a professional work area
13. Ability to work shifts that may include some weekends outside of 8 a.m. – 5 p.m. Monday to Friday

NATURE & SCOPE:

1. Provide prompt and professional support services to all functional areas and remote employees by troubleshooting, analyzing and diagnosing incidents and engaging appropriate technical/non-technical resources to resolve them
2. Perform and document support on laptops, desktops, software, phones, printers and networking equipment.
3. Performs workstation and server troubleshooting to isolate and diagnose common software and hardware problems and provide follow up for any unresolved issues
4. Experience with basic hardware troubleshooting, including upgrades to system hardware and software components
5. Understanding of both wired and wireless networks
6. Experience with Local and network printing setup
7. Experience with Outlook profile creation and maintenance, AD password reset
8. Ability to troubleshoot Windows 7, Windows 8/8.1, Windows 10, Office365, Microsoft Word, Excel, PowerPoint, Access, and Lync/skype related issues
9. Responds to the needs of questions of users concerning their access of resources on the network
10. Support incoming customer requests via phone, email, voicemail and web interface and prioritize based on severity and impact to business operations
11. Record and document support incidents in incident management system (Spiceworks), monitor and manage multiple ticket queues and document solutions and manage incident through entire incident lifecycle.
12. Develop and maintain skills to accomplish job duties and support the organization's technology strategy, seeking development opportunities that promote personal growth and career development
13. Other duties as assigned by management

COMPETENCIES: (List the competencies associated with successful performance of the job)

- IT Technical Support and End-User Service.
- Resolve technical hardware and software issues.
- Support new IT development.
- Monitor IT technical support activity.

COMPETITIVE BENEFITS INCLUDING:

Medical, prescription, dental, bonus potential, up to 4% matching 401 (k), vacation, 11 paid holidays, company paid life insurance. Salary will be commensurate with education, training, and background experience.

Please email resumes to resumes@doverchem.com with **Helpdesk Support** in the subject line.

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