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COMPANY INDUSTRY: Financial Services

Position Title:	Help Desk Technician	FLSA Classification:	Exempt
Department:	Technology	Location:	Downtown Chicago

Major Responsibilities: <i>List in order of importance</i>	1)	Provide support to local users, corporate users, corporate clients, and IT staff via phone calls, emails, and walk-ins
	2)	Create trouble tickets and dispatch to the appropriate areas for resolution
	3)	Provide Tier 1 phone support for various corporate clients
	4)	Answer questions and resolve problems within area of expertise
	5)	Analyze information from customers to determine the next appropriate action
	6)	Available to work other shifts when necessary
	7)	Available to rotate on call support during non-business hours, nights, and weekends
	8)	Various other business duties as assigned

Minimum Education & Certifications Required:	High School Diploma & 1-3 Years Experience
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Experience & Skills Required:	<ul style="list-style-type: none">• IT related certification or Diploma preferred• 1 year of IT related experience in Helpdesk preferred• 1 year of customer service experience in call center preferred• Working knowledge of Windows 2000/XP• Working knowledge of Microsoft 2000/2003• Working knowledge of Lotus Notes preferred• Typing 30 wpm• Basic computer hardware/software troubleshooting skills• Basic networking, (TCP/IP, cabling, connectivity) troubleshooting skills• Excellent organizational skills• Ability to multitask• Strong attention to detail and accuracy required
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