Career Opportunity

Help Desk Associate

Toledo, OH or Nashville, TN

Findley Davies | BPS&M is an independent benefits and human resources consulting firm that serves as a trusted business partner to our more than 1,800 clients nationwide. With offices in Cleveland, Columbus, and Toledo, OH; Nashville, TN, Chicago, IL, and Louisville, KY our over 200 consultants and administrators provide strategic counsel to help navigate the changing benefits landscape, successfully manage workforce issues and align their human resources strategy with their organizational objectives.

www.findleydavies.com

Job Responsibilities:

- Serve as the first point of contact for technical assistance via our ticketing system
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue
- Help colleagues through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution
- Update issue status and information
- Identify and suggest possible improvements on procedures
- Develop and conduct various training and instruction for system users on operating systems and other applications
- Install, configure and maintain the computers, printers etc. of the Firm

Education and Experience:

- An Associate's degree (or equivalent experience) in Computer Science, Information Systems or other related field preferred
- Candidates will typically possess 1-3 years of Help Desk experience

Core Competencies:

- Strong technical knowledge of PC's, laptops and printers
- Ability to diagnose and resolve onsite and remote PC related problems
- Strong problem-solving and analytical skills
- The ability to quickly learn new technologies and concepts
- Strong initiative, works well with others, and the ability to work independently and within a team structure
- Excellent communication skills that include listening, verbal and written skills
- Proficient in tools of communication (i.e., Word, Excel, PowerPoint, Access, Outlook, Internet and Intranet resources)
- The ability to easily switch between multiple tasks and manage time while contributing to multiple projects

To Apply

Submit your résumé and cover letter by email to: resumes@findleydavies.com or online at www.findleydavies.com.

findley davies

BPS&M