



Job Title	Help Desk Analyst
Job Description	<p>PerceptIS delivers affordable, best-in-class technology services and support that integrate seamlessly into any organization, enabling them to focus on their core business. We use repeatable processes, methodologies as well as tools to deliver exceptional levels of service. We provide higher levels of service at a lower total cost of ownership for the clients we service.</p> <p>POSITION SUMMARY: Provides customer service and technical support through analysis and problem solving to facilitate installation, implementation, maintenance, education, and documentation of a variety of computer and software technologies utilizing over the phone and remote communication technologies to service the end user.</p> <p>DUTIES AND RESPONSIBILITIES:</p> <ul style="list-style-type: none">•Provide Tier 1 service or phone support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems.•Troubleshoot problems to resolution or escalate to Tier 2 support when necessary.•Reset or configure network accounts access.•Document problems and resolutions within call tracking application and provide updates to the knowledge base where applicable.•Configure and install software for end-users' desktops and laptops.•Involved in the installation and rollout of new software packages; upgrades and new desktop hardware.•Process hardware and software requests by coordinating user setup, upgrades, and installations.•May perform end-user training as it regards assistance with supported applications.•All other projects and duties as assigned.
Skills/ Requirements	<p>QUALIFICATIONS:</p> <ul style="list-style-type: none">•Minimum HS Diploma or equivalency diploma; some college and/or technical training preferred.•1-3 years customer service experience with emphasis on hardware/software troubleshooting.•Working knowledge of Windows operating systems, Microsoft applications and desktop hardware/laptops required.•Excellent written and verbal communication skills, problem-solving and analytical ability, aptitude for customer service, able to work in fast-paced, dynamic environment.•Related licenses, certifications are a plus•Remedy experience would be beneficial.•Prior experience in support of Higher Education software (Blackboard, WebCT, PeopleSoft, etc) preferred but not required.
Important Notes	We are an Equal Opportunity Employer.
Contact Info	careers@perceptis.com