



HELP DESK SPECIALIST

This position will provide quality first-level support to call center personnel to resolve incidents with a high degree of customer service, technical expertise and timeliness. This position has frequent contact with end users, peers and managers.

Job Tasks:

- Provide front line assistance for defined problems, and escalate tickets as necessary
- Track calls and document problems with issue-tracking software
- Consult knowledge database to optimize resolutions and follow through on resolutions
- Provide PC hardware and software support to end-user
- Install PC and related peripheral equipment for end-user
- Create and maintain reports in Excel
- Set up user accounts, process move, transfer and user change forms

Requirements:

- 1-3 years in computer operations/help desk environment
- High level of attention to detail
- Proficient in Excel and other Microsoft office products
- Flexible schedule
- Good communication skills
- Must pass a drug screening and background check

Education:

- High School Diploma or equivalent
- Degree in computer science or related field preferred
- A+, MCP, or Network + certification preferred

ETAN Industries is a premiere customer service and business process outsourcing company. Our state-of-the-art facility and leading-edge technology, combined with our experienced, customer-oriented professionals, allows us to provide a comprehensive service offering that ensures our recovery rate is the highest in the industry. We are proud of our 40-year history of profitability and growth, and we are looking forward to expanding our current team to ensure we continue to provide advanced collections, customer service and operational solutions to the cable, telecom, utilities and tolling markets.

Benefits:

Medical insurance	401k with company match
Dental insurance	Free parking
Life insurance	Vacation, Personal Time & Holidays
Vision insurance	