IT - Senior Systems Engineer , Infrastructure-Contact Center , DeskSideSupport(D Job

Employer Name: Hire IT People LLC

SpiderID: 12448679

Location: Evansville, IN, Indiana

Date Posted: 4/22/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
Overall management of the Help Desk team.  
  
Establish, implement, and monitor a formal methodology that allows the team continued success in meeting the needs of the Project Associates as well as one that defines and captures HD metrics.  
  
Compile reports to track call trends, customer satisfaction, personnel performance, and adherence to established service-level targets.  
  
Manage schedules and workloads of HD associates ensuring ONB associate needs are met.  
  
Participate in the selection and hiring of new HD staff whether the new hire is an ONB employee or contractor.  
  
Answering calls as needed to support the team  
  
Addressing cases where team needs support.  
  
Submitting service alerts.  
  
Strive to maintain SLAs regarding call times and customer satisfaction.  
  
Training and development of new HD associates.  
  
Act as a HD point-of-contact for other IT departments and other business lines.  
  
Approve Knowledgebase articles and written troubleshooting procedures and support in writing and validation of troubleshooting procedures  
  
Participate on enterprise-wide projects and initiatives where feasible.  
  
Maintaining the IT service alert topics and manage the distribution of service alerts

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: