**About the job**

Description:

**Pay Rate:** $17-$20 based on experience

**Hours:** Monday-Friday, 8:00am-4:30pm

**Who is Revenue Group?**Established in 1994, Revenue Group is a leading business process outsourcing company, committed to surpassing client expectations and maintaining an exceptional industry reputation.

Revenue Group prides itself on being a leading full-service agency, consistently advocating for our clients with the utmost respect. Our definition of success extends beyond financial accomplishments; it encompasses the opportunities we provide to our team members, the valuable relationships we foster with our clients, and our dedication to the communities where we operate.

**Our employees voted us Top Workplaces 3 years in a row!**

**The Helpdesk Technician I will be responsible for:**

This position is responsible for Tier 1 Information Technology (IT) support functions. Job functions include but are not limited to supporting the desktop computers, supporting the printers and copiers, performing basic network troubleshooting and support, deploying software and patches as needed, and any other IT functions.

* 1. Provide prompt Tier 1 support to users.
* 2. Assist with Tier 2 and Tier 3 support as needed.
* 3. Support and troubleshoot all desktop issues.
* 4. Support and troubleshoot all user software issues.
* 5. Support and troubleshoot all printers and copiers.

PM21

Requirements:

* Effective communication skills with other departments and clients.
* Experienced knowledge of data architecture and complex data linkage and reporting.
* Knowledge of data manipulation software including spreadsheets, and other common data transfer formats.
* Basic knowledge of various compliancy requirements including HIPAA, SOC, and PCI.
* Associate's degree or higher preferred.

**Our Benefits:**

* 100% Paid Training
* 401(k) matching
* Paid Time off (PTO) – **Up to 10 days your first year!**
* 8 Paid Holidays – **Including your birthday!**
* Referral Program
* Employee Assistance Program (EAP)
* Growth & Continued Training
* Dental & Vision insurance
* Health insurance (including Long & Short-Term Disability)
* Life insurance (Company Paid)

**EEO Statement:**We are an Equal Employment Employer. We do not discriminate in hiring on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected Veteran status, or any other characteristic protected by federal, state/province, or local laws.

PM21

**Desired Skills and Experience**

PIcf8cf25b799c-29462-35631728