We are looking for a customer service oriented Help desk specialist to provide technical support to users in an efficient and accurate manner. You will be considered as the firm’s front liner and you will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that customer value is maintained to the standards set forth by the company.

Requirements

Proven working experience in providing Help Desk support

Proficiency in English

Working knowledge of help desk software, databases and remote control

Strong client-facing and communication skills

Advanced troubleshooting and multi-tasking skills

Customer service orientation

BS degree in Information Technology, Computer Science or equivalent