



<http://techwritingcerts.com/ew-joblist/it-support-helpdesk-technician/>

## IT Support & Helpdesk Technician

### Description

We are looking for someone skilled in IT Helpdesk Support. The Helpdesk Technician will provide end user support to multitude of managed IT services clients, users and student needs.

### Responsibilities

- The Technician will be responsible for fielding incoming support emails and calls, documenting the issue and assessing the best plan of action to reach resolution.
- The technician's goal is to provide exceptional customer service and first-call resolution.
- Must have a flexible on call schedule and be able to provide 24-7 (on call) support.

### Qualifications

Must have a High School Diploma or at least 6-8 years of experience.

### Job Benefits

Will discuss internally.

### Job Location

Indianapolis

### Working Hours

8am-5pm

### Date posted

November 2, 2018