

Job Title: **Tier 1 Help Desk**

RESPONSIBILITIES:

Responsibilities include recognition, research, isolation, communication, resolution, and follow-up. Essential Functions: Answers, evaluates, and prioritizes incoming trouble tickets, telephone, voicemail, email, and in-person requests for assistance with hardware, software, networking, and other computer-related technologies.

Performs initial triage to gather and analyze information about technology issues and leads client through diagnostic procedures to determine source of error and appropriate resolution. Logs and tracks calls and maintains history records and thorough documentation. Resets passwords and user ID's as well as other work related projects as assigned.

Communicates system outages, alerts, glitches or potential mal-ware to clients based on monitoring platform results

QUALIFICATIONS:

One to three years of Help Desk / Support Center experience.

Exceptional customer service skills as well as excellent verbal and written communication skills; flexibility, must be able to work all shifts. Knowledge of Microsoft Office Suite, Windows XP OS, general understanding of Cisco processes. Ability to use remote control desktop tools such as Show-my-PC and Microsoft RDP.

EDUCATION:

High School degree required; College and A+ Certification preferred.

ABOUT US:

Technology needs for Health Care Professionals has changed dramatically over recent years. Electronic health record (EHR) suites have made it possible to digitally track information on patients to provide better care and achieve more accurate billing. This also puts a higher value on the security and availability of that data. Medical offices need reliable computers, powerful servers and systems that reduce labor expense. When implementing EHR solutions or looking for support MedCo Data is the technology company that healthcare professionals trust.