

Job Title: **Tier 2 Help Desk**

RESPONSIBILITIES:

Responsibilities include recognition, research, isolation, communication, resolution, and follow-up of escalated client inquiries.

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. Reviews all key system logs and investigates then reports any anomalies discovered. Evaluates and resolves computer and user problems including compatibility conflicts, application operations, hardware malfunctions and telecommunications problems. Documents and updates reported problems in the call management system and follows up with assigned personnel to ensure timely resolution of problems/work orders.

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

QUALIFICATIONS:

Three to five 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. Familiarity of MSP Center software

EDUCATION:

College Degree 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.