



PREFERRED PERSONNEL INC.

"From Front Desk to Boardroom"

Position Title: Temp IT/ Helpdesk

Description:

This position is responsible for resolving first-level issues involving computer workstation hardware and software problems. Serves as the first point of contact for employees seeking technical assistance over the phone or email.

Principal Responsibilities and Duties:

- Respond to all emails and phone calls to provide appropriate assistance.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issues and details provided.
- Direct unresolved issues to the next level of support personnel
- Record issues and resolutions in the ticket system
- Follow-up and update employees on status and information

Qualifications:

- Ability to communicate effectively with employees via face to face, phone, or email
- Tech savvy with working knowledge of office automation products, databases, and remote control
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues
- Strong technical documentation and writing skills
- Three to six months related experience or equivalent combination of education and experience.

Physical Requirements:

- Occasionally move and carry office supplies, files, and equipment weighing 10+ pounds.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Close visual acuity to perform duties such as inspecting in detail all issues recorded on ticket system to ensure all tickets have proper resolution

documented.

- **Ability to produce reports, memos, etc. in a comprehensive manner.**
- **This position frequently communicates with colleagues and officers. Must be able to exchange accurate information in these situations.**
- **Must be able to remain in a stationary position 60% of the time to process work.**

APPLY TODAY!

Send resumes to ppi@preferred-personnel.com