

JOB OPENING

INFORMATION TECHNOLOGY - LOUISVILLE

IT TECHNICIAN – HELPDESK SPECIALIST

The Louisville Office has an opening for an IT Helpdesk position. The Helpdesk person would answer IT helpdesk requests from user community and manage via internal ticket or work order tracking system, Tract-It; investigate and resolve software and hardware problems of computer users; and assist in configuring and setting up personal computers or workstations for new employees or existing employees. A minimum of one year of helpdesk and/or personal computer configuration and maintenance is required. The position is available for an immediate start. This position requires a dependable, knowledgeable, team player who is capable of performing the following essential duties. Other duties may be assigned.

Follows company policies and procedures with respect to all essential duties and responsibilities.

Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.

Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.

Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.

Logs and tracks calls and on-line requests and maintains history records and related problem documentation via internal ticket or work order tracking system, Tract-It.

Periodically calls software and hardware vendors to request service regarding defective products.

Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.

Installs personal computers, software, and peripheral equipment.

If you or someone you know is interested in this position send your resume or summary of qualifications to: [**careers@neacelukens.com**](mailto:careers@neacelukens.com)

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