

## Help Desk Specialist

The Help Desk Specialist provides end users guidance and first level support by assisting in problem resolution. This position acts as the key contact between the system support staff and the end user. Departments rely on this person to help solve problems that are interfering with the timely completion of their work. The support must be given as quickly and efficiently as possible.

Education and Experience requirements:

High school diploma or equivalent required. Undergraduate degree preferred. Prior personal computer experience in a support role preferred. Must have excellent interpersonal and communication skills. Prior experience with Microsoft Office and Windows preferred. Microsoft MOUS, A+ Hardware and Operating Systems certification preferred.

Excellent benefits package, including 401 (k); immediate vesting.

To Apply:

Submit resume to:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=ihda&jobId=189776&lang=en\\_US&source=CC2](https://workforcenow.adp.com/jobs/apply/posting.html?client=ihda&jobId=189776&lang=en_US&source=CC2)

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