Help Desk Technician- Des Moines, IA  
Contact: Kat Gleason (319)298-0804; kgleason@teksystems.com

Top Three Skills: Troubleshooting (6-12 months of experience)  
Helpdesk (6-12 months of experience)  
Customer Service (6-12 months of experience)

Job Description: Our analysts are expected to provide technical support to diagnose, analyze, research and resolve routine computer incidents for internal and external customers. They are responsible for recognizing, researching, isolating, resolving and documenting problems with information systems products and services.

They must provide first level support to minimize interruptions in computer systems and related equipment by answering and solving, when possible, incoming interactions from internal users.

Analysts are under direct supervision and perform routine tasks associated with IT Operations. Tasks include monitoring and operating a computer in accordance with detailed instructions, provisioning and providing first tier technical support and assisting second tier support regarding computer operations and networks, installations, setups, error messages, on-line transactions, system status, and downtime procedures, etc. Participating in problem/change management activities to minimize impact of service disruptions on end users.

Additional Information: 1st level support for employees and agents. Potential shifts are M-F 6am - 7pm.

******They will consider someone that just has IT schooling****This is an entry level position. Or someone with a call center background that is very professional.*******

Work Environment: Business casual.

Business Challenge: This helpdesk supports both Independent, Exclusive, and Internal users locally and in the field. It is imperative to keep the computers running properly so this does not interrupt business for the agents.

Additional Compliance: 10 year background and 5 panel drug test

Help Desk Technician-Des Moines, Iowa  
Contact: Kat Gleason (319)298-0804; kgleason@teksystems.com

Top Three Skills: Hardware, Windows 7, Virtual Desktop Support

Job Description: Our Des Moines client is currently looking for a Help Desk Support Technician. This individual will serve as a single point of contact for both internal and external clients which will include the management of administrative functions and special requests for technology resources Responsibilities include but are not limited to single point of contact for internal and external clients on the support of software and hardware. Candidate also must have knowledge of VDI and VMware.

Additional Information: There are Part-time and Full-time hours for these spots. 24/7 support, so some positions will be during the day and some at night. One fulltime position will be 7pm - 7am (12 hour shift/3 days a week)

Work Environment: The hours for this position are 10:30 AM - 7:00 PM. They have a business casual dress code and a very relaxed fun work environment. They have to remain professional at all times due to the fact they are supporting internal and external customers.

Non-Technical Skills: Very strong customer service skills and the ability to work as a team. They have to be able to get along well with their teammates.

Why is position open?: They have growth on the team to cover the additional internal staff as well as support their growing client base.

Technical Environment: Help Desk support for internal and external customers.

Additional Compliance: Credit check required  
5 panel drug screen and background check.