

Company name: Sage Network, Inc.
Job Category: Help Desk Representative / Support II
Location: Camarillo, California
Position Type: Full-Time Temp to Hire
Intermediate Level Position

Job Details: The role of a Help Desk representative /Support II is to provide remote, and on location technical support assistance to clients, and Help Desk Support 1 Technicians. Help Desk Representative / Support II receives and follows up on open tickets, responds, and troubleshoots clients problems and concerns. Help Desk Representative /Support II must be able to use their professional knowledge to resolve problems involving hardware and microcode issues, they must be able to use practical knowledge of the clients operating system, application programs, and network topology. Strong aptitude in O.S. Repairs, Spyware removal, virus removal, hardware, upgrades.

Responsibilities:

1. Able to identify and organize tickets according to priority.
2. Distribute tickets to engineers and technicians.
3. Assist with fieldwork as requested.
4. Update and maintain company contacts.
5. Sets and loads computer equipment with required items and prepares computer equipment for operation.
6. Operates computer for purpose of providing information to requesting clients and/or engineers.
7. Troubleshoots minor equipment malfunctions and corrects them as directed by computer operation manuals, or supervisor.
8. Performs task necessary to prepare computer-provided information for delivery to requesting clients.
9. Trains clients on operating system.
10. Assists and supports Help Desk Support I
11. Able to assist with escalated tasks filtered through Support 1
12. Able to react to change productively and handle other essential task as assigned.
13. Office work as assigned.
14. Maintains log of all worked preformed and processed, and turned in to supervisor by the end of the day.
15. Other task assigned.

Knowledge, Skills and Abilities Required of Employee:

1. Strong aptitude in OS repairs, spy ware and virus removal, hardware, upgrades and troubleshooting.
2. Ability to read computer instruction manuals and comprehend directions therein in order to remedy minor computer equipment malfunctions.
3. Knowledge of computer logic in order to perform task listed under principal duties, and responsibilities.
4. Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunctions.
5. Interpersonal skills necessary to train others in computer systems.

6. Ability to communicate problems with supervisors as they become known.
7. Must maintain confidentiality.
8. Ability to meet deadlines.
9. Ability to provide customer with outstanding customer care and service at all times.
10. Additional or different functions may be assigned from time to time.

All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this positions. Employees will be required to follow any other job related instructions and perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment on at “at-will” basis.

Employee must be able to relate to other people beyond giving and receiving instructions:
(a) can get along with other co-workers or peers without exhibiting behavioral extremes;
(b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and (c) respond appropriately to criticism from a supervisor.

Desired Skills: 3+Years of related experience. The proper uses of spoken and written language skills, combined with exceptional problem solving techniques are critical in this highly client focused environment. Outstanding Customer Service Skills.

Send Resumes at: Resumes@SageNetInc.com. An aptitude test will be required.

To learn more about Sage Network, Inc., visit our website at www.SageNetInc.com