

Summary: The Help Desk Analyst will provide technical assistance to users by answering questions, resolving computer/network problems for IHS in person, telephone or electronically and aid with hardware/software from setup through maintenance. Primary responsibilities

- Installing and configuring hardware and software components to ensure usability.
- Enter data/records into key production systems.
- Providing support to users and being the first point of contact.
- Responsible to escalate help desk issues to appropriate escalation queue.
- Troubleshooting hardware and software issues.
- Repairing or replacing damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- Performing tests and evaluations of new software and hardware.
- Manage IT inventory
- Responding to queries on the phone, via email, in person, or through remote access.
- Assist customers with account access issues through account activation or password resets.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Requirements:

- 1+ years of experience in computer networks and systems maintenance.
- Provide great customer service
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Attention to detail.
- Good problem-solving skills.