

## **Help Desk Analyst - Must be fluent in Spanish or Portuguese**

Contract to Hire position with a company that offers GREAT benefits, work environment and pay!

Help Desk Analyst will identify, log, research and attempt to resolve technical problems or requests on first contact. Responds to phone calls, e-mail and web form requests for technical support. Monitors incidents or requests to ensure a timely resolution.

Position hours are first shift and third shift

Must be fluent in Spanish or Portuguese

Bachelor's degree in Business or related field. Minimum of two years work experience in a customer service oriented IT help desk environment. Knowledge of commonly-used concepts, practices, and procedures of the help desk industry. Experience in hardware, software, operating systems, networking, remote connectivity and desktop knowledge.

Ability to resolve issues over the phone.

Ability to understand and follow written and oral instructions.

Organize and manage multiple tasks and priorities.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of information; communicate effectively with challenging customer issues.

Ability to work in a stressful and challenging environment.

Strong people management skills.

Extensive Level 1 IT Help Desk experience.

Provide Level 1 remote technical support to all employees.

Receive and log all phone calls, emails and web forms within the help desk tracking system and attempt to resolve incidents or requests on first contact when possible prior to escalating to Level II Support.

Monitor and respond to support calls within required SLA.

Evaluate issues by interpreting end-users problem descriptions to determine resolution or best course of action.

Identify problem trends and report to Help Desk Services Manager for further analysis.

On-call support shifts may be required to provide coverage 365/24/7 to support IT related issues.

Experience in the following: WINS, DNS, TCP/IP, VPNs, AD, Exchange and Blackberries.

Must be fluent in Spanish or Portuguese

Email your resume to: [Nicole@LRSolutions.net](mailto:Nicole@LRSolutions.net)