

Help Desk Coordinator

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

The Help Desk Coordinator is responsible for providing courteous, accurate, and timely communications in support of the EDCi Technical Service Center. Documenting problems and solutions as well as recording all activity and communications, regarding problem calls, are part of the daily tasks. Written communications skills to present technical or business information to both technical and non-technical audiences, are crucial for success in this role. Mostly this role is also responsible for classifying problem calls and documents and providing technical troubleshooting and solutions in a Problem Management System, to provide information for quality improvement and Service Level Agreements. Candidates within this role, will also be expected to perform various Help Desk operations and administrative tasks during non-telephone time.

When you join the EDCi team, you'll receive many perks, including:

- Funded Training and Certifications
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance
- And many more!

Responsibilities

- As a help desk coordinator, you receive and respond to IT Support/Help Desk calls, provide technical problem identification and resolution, and escalate problems to the appropriate or next level of support as appropriate. The 'help desk' support function is the realm of the help desk coordinator. The Help Desk provides a central point of contact for a wide range of technology related problems, questions, and concerns. It includes support via desktop, phone, and e-mail.
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers.
- Coordinate resource management closely with EDCi's Master Scheduler.
- Update demand/capacity planning tools for resource management.
- Act as a main point of contact for Internal IT issues at EDCi. Log tickets, ensure resources are assigned and perform follow-up and status reporting to ensure tickets are resolved in a timely manner.
- Review and proof Technical Documentation provided by Engineers.

Essential Skills & Qualifications

- 1-3 years of experience in customer support



- AD/AS degree in computer related field is preferred
- A+ and/or Help Desk Analyst certifications are desired
- Experience supporting standard hardware and software applications
- Experience providing technical support
- Excellent interpersonal and problem solving skills required to serve diverse customer base and deal effectively with escalating issues
- Ability to meet deadlines and work independently when required
- Exceptional follow-up and organizational skills
- Must excel in the ability to communicate effectively both orally and in writing
- Self-starter who takes initiative and works well in a team environment
- Strong written, verbal and non-verbal communication skills with internal and external customers
- Able to work effectively both alone and in team/cooperative development efforts

To be considered, please email your resume and cover letter to careers@edci.com