

Midwest Consulting Group



Midwest Consulting Group was founded in 1994 with the idea of helping Companies and Employees grow. Let us help you in your search for the right job.

JOB DESCRIPTION

Help Desk Analyst

Our Client is looking for a Professional well spoken Help Desk Analyst with 3+ years of experience in a phone based support role. The ideal Candidate will have support experience with Windows based application and Operating Systems, including windows XP and Vista, experience with BlackBerry mobile device troubleshooting and setup, Email System Support of Lotus Notes.

Position Description:

With Supervision, provide information technology help desk support, including handling moderately complex customer inquiries and requests for assistance with personal computer (PC) hardware and software.

Will identify, troubleshoot and resolves moderately complex end-user computer software, hardware and mobile computing problems.

Utilize strong problem solving skills to provide assistance and support to customers.

Required Qualifications:

Capable of professionally handling large call volumes

Performing Password resets

Account unlocks

Windows MS Office Trouble shooting

Telecom support (voicemail/Blackberry)

Windows XP Certification

Call Center background

Preferred Qualifications:

Knowledge and support of Lotus Notes Email

Knowledge and support for Active Directory

Associate degree in an Information Technology-related field

A+ Certification preferred.

If you feel you are qualified for this position please forward your resume to Resumes@mcginfo.com or PatrickD@mcginfo.com

Or Call us at 913-693-8200 800-370-0657