IBBR
IT Desktop Support Assistant
Career Connector Job ID #10269

Desktop Support Assistant assists desktop support by receiving incoming requests via email, telephone, or walk-ins. Track requests via trouble-ticketing system and assign tasks to appropriate technician. Setup computers, A/V, projectors for conferences. Escalate problems to appropriate staff when needed. Follow up with staff and technicians to verify work order status. Assist in managing the IT office and technician workspace. Conveniently located NEXT to the Universities at Shady Grove (USG) campus.
Be a part of IBBR's growing IT environment. Learn about enterprise IT demands and solutions. Gain experience and knowledge with Mac and Linux desktops in a networking environment. Develop valuable customer skills and responsibilities to better your future career!

Qualifications
Strong knowledge of basic applications (Office, browsers, email, etc) with troubleshooting skills. Excellent customer service skills. Ability to work well with people and help them with their problems over the phone. Excellent written and oral communication skills. Ability to organize and prioritize tasks efficiently.

Location: Rockville, Maryland United States
Work Authorization: US Citizen or US National, Permanent Resident, Student F-1 Visa, H-1 Visa
Salary Level: $14/hour

Approximate Hours Per Week: 20

To Apply:
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