



IT Help Desk Specialist

Who We Are:

EthoSource is a national distributor of pre-owned, refurbished and new office furniture and is expanding in the Philadelphia and surrounding markets. We offer our clients intelligent, turnkey solutions to meet all of their office furniture related needs.

Job Description:

Looking for a great opportunity as a Help Desk Specialist with a reputable company in the Reading area? If yes, apply for this excellent opportunity!

Job responsibilities for the Help Desk Specialist:

- Provide support to customers both in person and remote via telephone, e-mail, etc. which includes workstation/laptop troubleshooting, diagnosis, and resolution.
- Identify, evaluate and prioritize customer problems and complaints
- Analyze customer problems and formulate plans of resolution
- Utilize all technical resources to solve customer problems
- Prepare and deploy new IT equipment as needed, including laptops, workstations and cell phones.
- Project manage small IT project updates/improvements
- Perform regularly scheduled maintenance on laptops, workstations and servers

Requirements:

Job requirements for the Help Desk Specialist:

- Associates degree or 1-2 years of equivalent experience.
- A+ cert. preferred.
- Working knowledge of Windows 7 & 10, Microsoft Office including Outlook, VPN, printers and wifi.
- Knowledge of Quickbooks and/or Salesforce is a plus.
- Prior customer service experience or technical phone support is preferred.
- Strong verbal, oral, problem-solving, and follow-up skills, ability to perform several tasks simultaneously.
- Ability to work independently as well as part of a team environment.
- Ability to travel to our Reading and King of Prussia locations a couple times a month.

Please include salary history and requirements with application and/or resume.

