

Job description

Tele-Optics is looking to hire full-time employees to work as IT Help Desk Tier 1 technicians. Candidates must possess customer service skills, technical support skills and show a history of working independently. **Strong troubleshooting skills are important.**

Candidate must have strong communication skills, be customer service oriented, have a background or personal interest in information technology and be able to prioritize assignments. These are full-time position based in Kingsport, TN.

Tele-Optics offers a competitive compensation package that includes vacation, medical, dental, vision, and 401k with company match. Starting salary based upon experience. Background check and drug screen will be performed during the hiring process.

Job Description: Identify, research, and resolve computer, network, and application issues.

Job Duties include but not limited to:

- Provide IT support service over phone, email, remote assistance, and chat.
- Area of support include: Account Maintenance, Software, Network, PC Hardware, and eBusiness applications.
- Document, track, and monitor customer problems to ensure timely resolution.
- Research documentation resources for providing approved support methods.
- Assist with maintaining an accurate Help Desk knowledge-base.
- Work with and assist teammates with difficult to resolve problems.

Skills/Qualifications:

- Advanced knowledge of Microsoft Windows 10.
- Advanced knowledge of MS Office applications and MS Teams.
- Advanced knowledge of computer hardware.
- Excellent written and oral communication skills.
- Familiarity with network troubleshooting.
- Familiarity with VPN/remote connectivity.
- Professional customer service skills.
- Knowledge of the following would be beneficial: ITIL, call center best practices, MS SharePoint, SAP, and mobile operating systems and devices

Education / Experience:

- Associates Degree in Information Technology Preferred
- 2+ years of experience in Information Technology Support Preferred

Starting Rate: \$13.00 +/-hr