

Job Title: **IT Help Desk Representative**

Organization  
Name: [CRI Advantage, Inc.](#)

No of  
Openings: 1

Work Schedule: FT

Hours per  
Week: 40

Wage/Salary: \$14.69 + benefits

\*Job Description: CRI is looking for an IT Help Desk Representative to provide remote support, on an as-needed basis, to diagnose and resolve problems with computer hardware/software, and peripherals at the desktop/laptop level. This function also includes support of network and desktop printers. Representatives are required to have appropriate telephone etiquette skills and strong customer service focus.

#### Duties

##### General Duties

Operates computers to assist customers in resolving common software and hardware operating problems by either resolving or referring to other technical contributors. Uses standard written procedures, scripts, and knowledgebase articles to resolve. Resolves undocumented issues under direction of, and with the assistance of, mentor and senior representatives.

##### Knowledge Management

Reports issues that are not in Knowledge Base Articles (KBA's), documents solutions, and drafts new KBA's for approval.

Qualifications: Microsoft Windows operating systems and products (required)

Linux platforms (desired)

Experience supporting Macintosh hardware and software (desired)

#### Supervision

##### Direct supervision

Supervisor provides daily supervision, monitors incident status and performance, reviews and coaches weekly.

##### Technical supervision

Technical supervision provided by senior level team members.

##### Additional monitoring

Shadows senior level team members.

Mentor assigned to advise and assist with policy, procedure, and technical requirements.

Tickets and resolutions are reviewed by senior member and/or Supervisor Lead frequently.

#### Minimum Job Requirements

Associate Degree or 2 years related experience in computing environment.

\*Application Instructions: Send resumes <mailto:ghalleus@criadvantage.com> or call 208-287-4123

Online

Application <https://criadvantage.workable.com/j/F6D468B922>

Address: