



America's Remote Help Desk

Position: Help Desk Analyst – Full Time - Work from Home

Description

America's Remote Help Desk is a well established Maryland based IT outsource consulting firm. We are seeking a responsible, energetic Help Desk Analyst who possesses in-depth knowledge and experience in the area of technical support. This is a rare opportunity to work from home doing high level technical work as part of a successful IT Organization. ARHD offers employees attainable monthly bonuses, competitive salaries, the luxury of working 100% from home, and opportunity to grow with a thriving organization. At ARHD, the Help Desk is a valuable asset and is respected as such. If you know you're the best at what you do and you want to be rewarded for it, join us.

We are an equal opportunity employer.

Requirements

- Minimum of 5 years related experience.
- Telephonic Customer Service or Help Desk Support experience.
- Solid working knowledge of and experience with Networking Fundamentals including Servers, Routers, Switches, and Firewalls.
- Support Experience with Microsoft Windows XP, Microsoft Outlook and Microsoft Office.
- Working Knowledge of Microsoft Exchange 2K & 2K3, Microsoft Server 2K & 2K3, and Citrix.
- Working knowledge of MAC and MAC-based products is a plus.
- Complete problem resolution, ownership, and follow through are essential to the position.
- Real Time ticket entry and professional documentation skills.
- Polished communication, interpersonal, customer service skills.
- Help Desk Analyst will work full time from home, and must have a dedicated work space where 100% focus is possible.
- High Speed internet access must be available in your area. This is a reimbursable expense.
- Must also have ability to quickly learn and support multiple environments.
- Industry certifications relevant to the position are a plus.