Control Room Help Desk at Mercedes Benz

Control Room Help Desk Job Description

Responsibilities
Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, radio calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Requires a degree in a related area or 2 years of experience in the IT field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.

Skills
1 year of experience in an IT environment supporting end users.
Windows Operating System Installation and Troubleshooting experience
PC Hardware/Software Troubleshooting experience
Understanding of Communication methods and the utilization of such methods
Windows based PDA/Barcode Scanner Device troubleshooting
Wireless Device Troubleshooting
Sharepoint Experience is a PLUS
Customer service oriented approach.
A+ Certification is a plus
ITIL Certification is a plus

Payscale: $16-18/hr
Schedules do rotate as follows:
5am-1pm
6am-2pm
1pm-9pm
9pm-5am
Weekends are required and are 12 hour shifts, every other weekend up to every 3rd weekend it will vary.

Contact Amy Henderson for more information.  ahenderson@sheltonstate.edu
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