

**Position:** Help Desk Technician

**Location:** Independence, KY

**Position Type:** Full Time

**Reports to:** IT Manager

**Purpose:** Flottweg is seeking a competent Help Desk technician to provide fast and useful technical assistance on computer systems.

**Responsibilities:**

- Serve as the first point of contact for internal users seeking technical assistance over the phone, email or ticketing system.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by users.
- Walk the user through the problem-solving process.
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs
- Follow-up and update user status and information
- Pass on any feedback or suggestions from users to the appropriate internal team.
- Identify and suggest possible improvements to procedures.
- Integration with parent company IT support and other subsidiaries.

**Qualifications:**

- Training in the IT field, e.g., IT specialist or comparable IT Studies
- Good IT Knowledge including Microsoft standard software, IT Hardware
- Positive attitude and a willingness to learn.
- An ability to handle many open projects that are time critical and ever changing is essential.
- English fluency required. Spanish, German, or Portuguese language skills are a plus.

**Eligibility:**

- Must be legally authorized to work in the United States.
- Must be able to travel in North America, Central America, South America and Europe as required.