

Help Desk Technician

Over two decades of experience have elevated CareNet to being the premier provider of care management services by delivering unrivaled flexibility in serving its members/patients.

CareNet has a singular focus. Deliver creative and progressive healthcare solutions that allow every patient to achieve better health. CareNet continually strives to help client's impact their outcomes by providing consistent, professional and passionate care resulting in an extraordinary track record of high value and progressive solutions. CareNet is a reliable, objective and coordinated resource for our clients and their members, in making informed health decisions.

Our vision to be a leader in the healthcare contact center vertical market and rapid growth has created a need to fill the position of **Help Desk Technician**.

Summary : The Help Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software.
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and frequently asked questions lists for end users.

Education/Experience: This is an entry level position. College diploma or university degree in the field of computer science and/or 1 year of equivalent work experience would be favorable. Any industry applicable certification (A+, MCP, etc.) would also help distinguish candidates.

Technical skills:

Knowledge of basic computer hardware, experience with desktop and server operating systems, working knowledge of a range of diagnostic utilities, good understanding of the organization's goals and objectives, good written and oral communication skills, exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills and strong documentation skills. CCNA, CCNP, CCSE, Comptia A+, MCSE is a plus.

Benefits: CareNet offers a competitive salary and comprehensive benefits. If you have a "can-do" attitude and looking for a rare opportunity to join an aggressively growing company where you will establish yourself long term, **please email your resume to itjobs@callcarenet.com**.

****Candidates responding to this posting must currently possess the eligibility to work in the United States****