

HELP DESK SUPPORT LEAD- FULL TIME

DAYS – 8:30AM- 5PM

BENEFITS

Medical/ Dental/ Vision Insurance
Paid Time Off
403b Retirement Plan
And much more!

SUMMARY OF POSITION

The Help Desk Lead is responsible for overseeing the help desk support team and managing the maintenance of all Information Technology and telecommunication systems. They are available to assist with technical issues in person, over the phone, or online. The Help Desk Lead is skilled in diagnosing and resolving technical hardware and software problems and keeps up to date with system information, updates, and changes. This role is crucial in ensuring efficient and effective IT support for Good Shepherd Children and Family Services/Marygrove and its offsite satellite offices.

KNOWLEDGE AND EXPERIENCE

Associates Degree in a related field from an accredited university/college or Certification in Computer Technology from a technical school or equivalent 2 years experience
Strong aptitude in O.S. repairs, Spyware removal, virus removal, hardware, troubleshoots and upgrades
Knowledge of methodology to run computer systems and troubleshoot minor computer equipment malfunctions
Strong leadership skills
Requires sensitivity to cultural diversity of clients and employees
Be team oriented and able to work independently

EOE/M/F/H/V Apply online or fax resume to 314-584-6105