

Help Desk Technician

JRB Personnel has an opening for a **Help Desk Technician**. The position is located at the Duro-Last Roofing Corporate Headquarters in Saginaw, Michigan. This position offers a great working environment, excellent benefits, and opportunities for advancement.

Responsibilities:

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer 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 customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Maintain computer systems and act as support if any system goes down.
- Maintain the internal ticket system
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).

Qualifications:

- Four years' proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Excellent communication skills

Compensation & Benefits:

- Medical, dental and vision insurance - Prescription drug program
- Life and AD&D insurance
- Short and long-term disability (life insurance is equal to two times annual base salary)
- 401(k) retirement plan with company contribution
- Paid vacation
- 8 ½ paid holidays
- Profit sharing
- Flexible Spending Accounts and Health Savings Account

Interested candidates may send their resume utilizing the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=18d17abc-a554-409c-b238-9d4f711371ed&ccId=19000101_000001&jobId=426444&source=CC2&lang=en_US or visit our Careers page at www.duro-last.com/employment for more information on this position and other JRB Personnel, LLC / Duro-Last Roofing Inc. opportunities.

JRB Personnel is an equal opportunity employer which values diversity in the workplace. All applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age, sex, marital status, familial status, medical condition, or any other status protected by law. All recruitment, hiring, placements, transfers and promotions will be on the basis of individual skills, knowledge, abilities, and business need.