

Tier 1 Helpdesk Technician

Responsibilities:

- Provide technical assistance with computer hardware and software
- Resolve issues for clients via phone, in person, or electronically
- Recommend hardware and software improvements
- Track customer issues and resolutions

Qualifications:

- Previous experience in IT, customer service, or other related fields
- Ability to build rapport with clients
- Strong troubleshooting and critical thinking skills
- Positive and professional demeanor