

Job Position: Helpdesk Member (Contact center)

Job Description

Teach or instruct work-related subjects to students who have graduated or left high school. Includes correspondence school instructors; industrial, commercial and government training instructors; and adult education teachers and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. Teaching may take place in public or private schools whose primary business is education or in a classroom associated with an organization whose primary business is other than education.

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Responds to inquiries and requests for assistance with an organization's computer systems or PCs. Logs calls, identifies problems, troubleshoots and provides advice to assist users through standard scripts or checklists. Coordinates with level 2 or higher IT resources to resolve problems if necessary. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. (See Help Desk-Outbound or professional descriptions for comparison.)

Location:

Rochester, NY 14622

Pay: \$12.50

Transportation:

On bus line

Pre-Employment Requirements:

Drug Test

Background Check