

The Koch Business Solutions Service Desk is a service center that provides first level IT support to Koch employees worldwide. Through collaboration with our Asia-based service center, the U.S.-based Service Desk Specialist role is responsible for ensuring our customers receive the IT support they need for IT incidents and service requests by phone, chat, email, and self-service portal 24 x 7. If you have the technical ability to provide great customer experiences while maintaining strong attention to detail, time management, good communication skills, and a critical thinking mentality allowing you to solve complex IT issues, we encourage you to apply.

A Day In The Life Typically Includes:

- Providing high quality Customer Service to customers by building relationships and trust through appropriate communication and responsive service while troubleshooting complex IT issues.
- Conveying troubleshooting steps and information to customers via phone calls, chat and email.
- Troubleshooting complex technical problems and properly documenting all customer requests via a ticketing system.
- Providing first level support for all IT related needs such as:
 - Software and hardware installs, general support, and troubleshooting for remotely resolvable issues. Including Microsoft products and business specific applications.
 - Wireless device support and troubleshooting, including Apple, and Android products.
 - Printer and Scanning troubleshooting.
- Consulting and building knowledge documents to implement solutions or appropriately escalate customers' requests or incidents to next tier of support, when necessary.
- Assist in identifying process improvement opportunities, both within and outside our group.

What You Will Need:

Basic Qualifications:

- High School Diploma or GED
- Experience with MS operating systems and applications
- Candidates must meet **at least one of the requirements** listed below:
 - 1+ years' experience in an IT related role
 - Associate's degree or higher in an IT or business-related discipline

What Will Put You Ahead?

Preferred Qualifications:

- IT Helpdesk or Call Center experience
- IT ticketing system experience
- Multi-lingual
- LAN/WAN networking environment experience
- Experience with Active Directory, MS Exchange, Microsoft Office 365 products, Windows XP, Windows 7 & Windows 10, Android, iOS, OSX.
- CompTIA A+ and N+
- MCP and MCTS certification
- 2 + years' experience in an IT technician or IT customer support role
- Bachelor Degree in Business or Technical Discipline and IT/Business/Technical Certifications

Salary and benefits commensurate with experience.

We are an equal opportunity employer. Minority/Female/Disabled/Veteran

Except where prohibited by state law, all offers of employment are conditioned upon successfully passing a drug test.

This employer uses E-Verify. Please visit the following website for additional information:

www.kochcareers.com/doc/Everify.pdf

To Apply:

Please go to <https://kochcareers.referrals.selectminds.com/> and search for Job ID Number 050974