



Job Description

HELPDESK SUPPORT SPECIALISTS

ESSENTIAL JOB FUNCTIONS:

- Provide global user support for desktop, software and internal applications and other related issues for our offices across APAC, EU and North America.
- Responsible for reporting results, following escalation process, and dispatching issues to the proper channels.
- Answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, and in-person requests for assistance from end-users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Approach reported problems systematically, analyzing and evaluating, and making recommendations to the appropriate end-users.
- Monitor corporate servers and applications to ensure high availability.
- Monitors, escalates and communicates server-related alerts.
- Update and create internal system documentation.

QUALIFICATIONS:

- Must have a confident personality, able to deal with global users directly/quickly/efficiently.
- Creative thinking and problem solving.
- Demonstrates attention to detail.
- Excellent oral and written communication skills, with a focus in technical or instruction-oriented writing.
- Data Center/Technical Support experience a plus
- Significant experience with Active Directory, Windows networking administration and knowledge of web technologies.
- Degree in Computer Science, Information Management, or similar training or experience.
- Strong work ethic, and the willingness and ability to work hours necessary to meet project deadlines required.
- Must be flexible with schedules/shifts and be willing to work weekends.

To Apply: Email cover letter and resume to: cebucareers@surveysampling.com