**IT Helpdesk Support**

We are currently looking for someone to fill an IT Helpdesk Support vacancy. Our client is offering a salary of around £25,000 plus benefits which include: 4 x salary DIS, contributory pension, 21 days holiday and healthcare scheme.

The ideal candidate will be able to offer support and technical assistance to our clients and staff who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers.

**Help Desk Job Duties**

* Responding to queries via teams chat, email, secure message, or phone
* Training other staff members on troubleshooting and diagnosing problems
* Writing, editing, and revising training manuals for new and updated software and hardware
* Providing technical assistance for questions and problems
* Resolving problems with networks and other computer systems
* Diagnosing system errors and other issues
* Following up with clients to ensure full resolution of issues
* Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
* Running reports to analyse common complaints and problems
* Installing or changing software to fix issues
* Remotely accessing hardware or software for clients to make changes and fix problems

**We are looking for candidates with the following skills and experience:**

* Preferably a recent graduate
* Strong computer skills and the ability to troubleshoot and diagnose problems
* Familiarity with both PC and Mac Hardware and Software
* Experience with network repairs and analysis
* Good customer service skills
* Ability to communicate effectively to help customers fix their issues and feel satisfied with the experience
* Writing and editing skills to aid in writing and updating manuals
* Education in Computer Repairs and how to troubleshoot problems

Thank you for taking the time to apply to OPR Resourcing Specialists. If your application is successful you will be contacted within 7 days. We apologise but due to the high volume of applications we receive we are unable to provide feedback on individual CV's.

Please note that by applying for the above job it will be understood that you accept our Terms of Business and Privacy Policy which can be found on our website on the page "Find A Job".