

IT Service Desk Agent

Description

IT Service Desk Agent Tampa, Florida, United States At Morgan & Morgan, the work we do matters. For millions of Americans, weâ??re their last line of defense against insurance companies, large corporations or defective goods. From attorneys to client support staff, creative marketing to operations teams, every member of our firm has a key role to play in the winning fight for consumer rights. Our over 3,000 employees are all united by one mission: For the People. Summary We are seeking a highly motivated and skilled IT Service Desk Agent to join a rapidly growing team located in Downtown Tampa. The successful candidate will be responsible for providing technical support to end-users via phone calls, email, and chat. The IT Service Desk Agent will respond to inquiries, troubleshoot problems, and provide resolution or escalation as required. Responsibilities Provide frontline technical support to end-users via phone calls, email, and chat Respond to inquiries in a timely and professional manner Troubleshoot and resolve technical problems, escalating as required Record and document all requests or incidents in our FreshService Platform Maintain a high level of Customer Satisfaction Maintain a high First Call Resolution rate Work collaboratively with other members of the IT Service Desk team Perform other duties as assigned Qualifications Minimum of 2 years of experience in a Service Desk/Helpdesk Role Strong communication skills, both written and verbal Excellent problem-solving skills Ability to multi-task and prioritize in a fast-paced environment Knowledge and understanding of Active Directory functionality Proficient in Microsoft Office 365 applications Experience documenting properly all aspects of troubleshooting and resolving of issues Familiarity with basic networking concepts Willingness to work flexible hours, including weekends and holidays Preferred Qualifications Experience with VMWare Horizon Virtual Desktops Experience with Salesforce ITIL Foundation certification Experience with remote support tools #LI-MB1Please mention the word **REACHABLE** and tag RMzQuODUuMTMyLj1Mw== when applying to show you read the job post completely (#RMzQuODUuMTMyLj1Mw==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

Morgan & Morgan, P.A.

Job Location

Tampa, Florida, United States

Base Salary

\$ 75000 - \$ 110000

Date posted

May 15, 2024

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