



CAREER OPPORTUNITY
INFORMATION TECHNOLOGY TECHNICAL ASSISTANT
INFORMATION TECHNOLOGY & ELECTRONICS DEPARTMENT

JOB SUMMARY: - The job is responsible for answering, logging, and updating all incoming calls terminating within the Information Technology and Electronics Department and providing the first positive impression to all consumers requesting assistance of the technical team. The Assistant will find the best team member(s) or the best answer to resolve the customer's concern(s) while constantly following up and ensuring that the department always exceeds the customer's expectations. Additional responsibilities include management of the Department's account payables, purchasing per management's direction, proper record keeping, documentation of all IT equipment issuance, timely posting of work schedules and the provision of first level IT customer support when possible. The IT Assistant will also complete supplementary duties as needed.

KEY DUTIES AND RESPONSIBILITIES:

- Maintain current IT equipment records.
- Timely post technical team roster.
- Log promptly and consistently all customer service requests.
- Update daily all logged calls within the call logging application.
- Work very closely with the Operations Department.
- Monitor the Jantek time and attendance records of all technicians.
- Timely escalation of customer concerns when necessary.
- Provide and organize basic customer hardware and software training.
- Ensure the timely submission of IT payables.
- Preparation of requisitions under the direction of the Manager, IT.
- Provide consistent customer follow-up.

QUALIFICATIONS: -

- An Associate Degree in Business Administration or equivalent
- CompTIA's A+ Certification
- CompTIA's N+ Certification - a plus
- Microsoft Windows 10 Operating Systems Proficiency
- Proficiency with the Microsoft Office Applications

JOB COMPETENCIES: -

- **Honesty and Integrity:** ethical and trustworthy, as well as always making decisions to do what is right for all company stakeholders.
- **High Standards and Work Ethic:** sets a high bar of work expectations and accountability for themselves and team members. The willingness to go the extra mile in all work-related activities.
- **Efficiency/Organization/Follow Through:** ability to prioritize work by importance with an emphasis on efficiency; remain organized and follow through on every task assigned.
- **Proactive / Attention to Detail:** ability to act and plan without needing to be told what to do, can be flexible when encountering change, all while making sure every detail is accounted for.
- **Key Requirement:** reliability, adaptability, excellent interpersonal skills, organizational and communication skills, proficiency with Microsoft office applications and excellent problem-solving skills

Resumes and certificates should be forwarded via email to people@nas.bs on or before Thursday, October 31, 2024. **Please indicate the position you are applying for in the subject field.**