



SUNDANCE GROUP, INC.

SUNDANCE GROUP, INC. *is pleased to be recruiting for the following position, on behalf of our client:*

HELP DESK ANALYST

- **Location** Bradenton FL
- **Reports to** Manager, IT Helpdesk
- Full-time Opportunity
- **Travel** may be at 5% locally.

This is an outstanding opportunity to...

- Change the perception of IT services and provide exceptional customer services to internal users. Work within a one of the nation's largest providers of human resources outsourcing solutions for small businesses. This company offers strategic services that include Talent Acquisition, Performance Management and Employee Development. Services are supported by a team of dedicated human capital consultants, enabled by best-in-class HR technology from PeopleSoft/Oracle.

The Position

This is more than a technical role - this is a customer service role. The Helpdesk Analyst is responsible for providing first level support to the organization as the main point of contact for IT support needs. Troubleshoot issues raised from end-user calls and coordinate problem resolution.

Will respond to phone calls to the Help Desk, and use customer focused skills to ensure problem resolution.

Daily Responsibilities will include:

Learn the company culture, policies & procedures.

Track all activities.

Ensure proper closing of assigned jobs.

Troubleshoot problems with network connectivity, web access, Outlook access and basic network connectivity.

May be required to lift up to 50 lbs.

Basic Qualifications: Ability to follow complex methods and procedures in diverse routine and non-routine tasks. Demonstrated aptitude in logical and analytical thinking and problem solving skills. Must be able to clearly document and communicate global changes to end-user community.

- BS Degree or equivalent Experience
- HDI Support Center Analyst Certification is Desired
- 2 Years Min. Helpdesk or IT Support Experience
- Knowledge of MS Windows XP/2000/2003m Office 2003-7, Norton Ghost, Microsoft SCCM, database concepts, Local Area Networks, TCP/IP, Wi-Fi
- Ability to work within a call center environment.

Interpersonal Skills: Outstanding customer service skills. Strong (technical) writing and organizational skills.

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