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Desktop Support Specialist

Buyers Products company, a leading manufacturer in the work truck industry, is searching for a Desktop Support Specialist to support the organizational needs across our family of companies. As a member of the Infrastructure Team within the Business Intelligence department, the Desktop Support Specialist will be responsible for assisting associates with technical support and troubleshooting.

Primary Job Duties:

- Provide technical support for hardware, software, printer, and network connectivity issues
- Resolve incoming client calls and monitor helpdesk ticketing system
- Focus on the delivery of excellent customer service
- Consistently utilize troubleshooting skills and tools for maximum efficiency and effectiveness
- Assess initial impact on incident record; sets record priority level as well as escalates in a timely manner
- Promptly assess and prioritize incidents while collecting required information for escalation
- Take ownership and responsibility of client technical issues
- Independently make decisions on course of action to get the client back into production in a timely manner
- Be a positive, professional resource

Skills/ Experience:

- Ability to troubleshoot Remote Access (including Wireless) and home network components
- Working knowledge of all Microsoft products
- 4-years of experience in a Helpdesk/Service Desk environment
- Effective telephone & communication skills
- Strong knowledge of standard PC/printer hardware/software/operating systems
- Effective listening skills
- Ability to work in a fast-paced manufacturing environment

Education Background:

- Bachelor's degree in Computer Science or similar experience

About Buyers Products Company

Established in 1946, Buyers Products Company has grown to become a leading manufacturer in the work truck industry. Buyers Products specializes in durable truck boxes, heavy duty towing equipment, hydraulics, controls, and all-season trailer accessories. The Buyers line of snow and ice equipment includes SnowDogg® snowplows, SaltDogg® spreaders, and ScoopDogg snow pushers. For more information, or to apply to this position, please visit www.buyersproducts.com.