



PRACTICAL  
TECHNOLOGY SERVICES

## Computer Helpdesk Support Analyst

February 20, 2017

Local IT service firm is seeking a part-time helpdesk support analyst to provide end user IT technical support. Student internships are also available. Work hours are flexible and would be around 15-20 hours per week.

### **Responsibilities include:**

Provide end user technical assistance and support via phone and email. Research issues using internal database and internet resources. Provide detailed documentation of issues and resolutions for internal ticketing system. Communicate regularly with IT vendors.

### **Requirements:**

The selected individual for the position must have interest in solving complex technical problems and working with customers, have excellent written and phone communications skills, working knowledge of remote control software, Microsoft Windows® server operating systems, experience with server hardware and workstations, firewalls, switches, and VPN. Prior technical support experience a plus. Must be willing to submit to drug testing and background check.

Hourly wage is commensurate to the education, experience, and qualifications of the candidate selected for hire.

Also reference job ID: 4882697 on the Parkland Job board.

Please submit resume to [info@practicaltechnologyservices.com](mailto:info@practicaltechnologyservices.com) or mail to 1717 W. Kirby Ave. #376, Champaign, IL 61821.