



JOB DESCRIPTION

Diversicom is a clean, safe, friendly environment and company whose mission is "Delivering Innovative Technical Solutions with a Servants Heart".

POSITION: **HELP DESK ANALYST I (PART-TIME/DAYS)**

HOURS: Not to Exceed 30 hours per week (Hours TBD M-F)

PAY RATE: This is a part-time position starting at \$12.00 per hour.

LOCATION: 1410 North 21st Street, Tampa FL 33605

PRIMARY DUTIES: The duties of the **HELP DESK ANALYST I** are technical in nature including:

- ✓ Answering technical support calls, analyzing and performing ongoing maintenance of all computer systems and applications including Microsoft updates, virus removal, and other tasks.
- ✓ Maintaining on-site and off-site server backups.
- ✓ Documenting and troubleshooting procedures and entering trouble tickets in the Diversicom support system.
- ✓ Calling ISP's, or vendors as needed to correct network performance issues or schedule an installation or repair.
- ✓ Assists in standard maintenance of the Diversicom datacenter servers and Diversicom computer systems. Acts as the primary technical support for Diversicom and Diversicom clients.
- ✓ Travels to client sites in order to perform repairs, troubleshoot technical issues, and retrieve or deploy equipment when necessary, or when systems cannot be remotely accessed.
- ✓ Assists other members of the technical support team as needed and performs other duties as assigned.

SKILLS:

- ✓ Good customer service, communication skills, and ability to maintain a calm and friendly attitude.
- ✓ Ability to work well and adapt in a team oriented and focused environment.
- ✓ Able to closely follow instructions and policy or procedural changes.
- ✓ Proficient in all Microsoft desktop and server operating systems, office applications, and able to quickly learn new information technologies.
- ✓ Experience in computer networking, working with hardware firewalls and switches, such as Netgear, Cisco, Linksys, and configuring wireless, is extremely beneficial.
- ✓ Knowledge of networking technologies.
- ✓ Fluent in English language

TRAINING: Diversicom has a hands-on lab environment and structured training program.

REQUIREMENTS: US Citizenship or Green Card documentation. Driver's license and proof of auto insurance. Must provide own reliable transportation to and from Diversicom.

Inquiries/Resumes should be directed to Diversicom Corporation:

Diversicom Corporation
ATTN: HR
1410 North 21st Street
Tampa, FL 33605-5313
E-mail: dcomresumes@diversicomcorp.com