



Location:
Pomeroy IT Solutions
1020 Petersburg Road
Hebron, KY

Our Global Service Center (GSC) provides a variety of support services across a wide array of hardware and software products. We staff our GSC with talented professionals trained to deliver high quality support services 24/7/365. Our Service Desk has 400 analysts who currently handle more than 3 million calls per year for customers ranging from small and mid-sized businesses to large enterprise accounts. Our service desk covers our customers in over 65 countries and in 9 languages.

As a Service Desk provider, Pomeroy offers a global single point of contact service, Level 1 and Level 2 technical support, multilingual call support, self-service and Level 0 support, off-hours, weekend and overflow support.

We continually evolve and increase our certification levels to help our clients stay competitive. Pomeroy's GSC delivers and supports our clients through our HDI-certified team and our adherence to ITIL standards. In 2010, Pomeroy will be ITIL Foundations v3 certified to provide our clients with a streamlined IT operation.

Due to new growth, we are seeking qualified candidates for Technical Help Desk positions. Candidates should possess the following:

- **Solid Microsoft Office Suite knowledge**
- **Outstanding telephone communication skills**
- **Strong Customer Service orientation, putting the customer first**
- **Technical knowledge of computer hardware, software and "break-fix" experience (certifications are a plus!)**
- **Dedication and commitment in contributing to an outstanding team of professionals**

These jobs are regular, full-time positions offering a competitive pay and benefit package and a professional work environment.

Interested individuals are encouraged to attend this open house, bring a resume along, and be prepared to complete a brief application form. If unable to attend the open house, applicants may submit a resume to: www.pomeroy.com.

Additional job information is as follows:

SUMMARY OF ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Answer incoming customer inquiries via telephone, email and/or web concerning network password, telephony, voice mail, printing and computer related issues. Must be able to diagnose and resolve moderately complex system hardware, software, and network related issues.
2. Interface extensively with end users, peers, computer technicians and other Information Technology personnel for the resolution or escalation of desktop and software related problems.
3. Assist with all aspects of technical support, . .
4. Play an occasional contributing role on projects of low to moderate degrees of complexity.
5. Maintain accurate records and calls logs for management reporting.
6. As needed, instruct end users in the appropriate use of equipment, software, and/or reference materials.
7. Assume additional responsibilities as assigned.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Requires a comprehensive knowledge of computer hardware/ software concepts.
2. Exceptional verbal and written communication skills
3. Ability to multi-task and be flexible with assigned work schedule
4. Ability to work in a team environment
5. Requires strong initiative, detail orientation, ability to interpret problems and decisive decision-making skills.