



Service Desk Analyst: Level 1

Interphase Systems Inc. has an exciting Service Desk Support opportunity open in the West Chester area. Minimum 1-2 years of technology support experience necessary with a proven track record of delivering superior customer satisfaction.

This position requires an extremely professional individual that can provide telephone support for all **Level 1** related issues. In addition, the individual selected will be responsible for ticketing and queue management.

The individual selected for this roll will be required to provide over the phone technical support in areas such as:

- Basic Hardware Troubleshooting (Desktop, Laptop, PDA, Printer, etc.)
- Windows 2000 and Xp Operating System
- Microsoft Office Suite (Word, Excel, Power Point, etc.)
- Modular Messaging
- Microsoft Outlook
- Microsoft Exchange
- Blackberry's
- Printers
- Network connectivity
- VPN connectivity

The individual selected will be responsible for opening all tickets for the calls received into our Service Desk and updating our knowledge base.

The successful candidate will be an extremely professional individual and customer service focused. Strong communication skills are required.

The individual should be self-motivated, capable of independent work, have excellent verbal and communication skills and possess the ability to manage simultaneous tasks in a fast paced environment.

Previous experience providing phone support with a Pharmaceutical company helpful.

Candidates with HDI and KCS Principals training and certifications preferred.

This position is full-time, contract to perm. The hours for this client will be during the hours of 8:00 AM to 5:00 PM, Monday through Friday. After hours and weekend support is handled via Blackberry and cell phone access where one of the team members will be on call for a 24X7 support operation.

The person selected must provide technical support with the highest level of personal customer satisfaction.

Send resume and cover letter INCLUDING COMPENSATION REQUIREMENTS to resumes@intph.com. Include "Service Desk" in the subject line.