

IT Support Analyst

SKoutsourcing is hiring an experienced IT Support Analyst to support multiple clients. The IT Support Analyst will provide technical support, advice, and assistance to clients and customers. The position may be remote depending upon the candidate and location

IT Support Analyst Duties & Responsibilities

- Remotely diagnose and resolve computer issues reported by end-users.
- Maintain operating system golden images for laptop deployment.
- Maintain and create knowledge articles when processes are updated or added
- Provide technical assistance and training to Tier 1 staff.

IT Support Analyst Minimum Required Qualifications

- BS Degree requirement
- 2+ years' experience with deskside/remote support to end-users in a corporate setup.
- Excellent analytical and troubleshooting skills
- Outstanding written, verbal communication, time management, and documentation skills

IT Support Analyst Preferred Qualifications

- 2+ years of experience supporting different operating systems including Windows, Mac OS, Android, and iOS
- Service Desk experience
- Relevant IT certification

Job Type and Schedule

- Full-time position working and On-Call support.
- Remote work requires an effective internet connection.

Benefits include

- Possibility to work remotely
- Career pathing/promotion opportunities

