Help Desk Intern - Technical Support Intern (Bozeman)

Compensation: $10/hour

Employment type: part-time internship

Role Objective
The Response Team Intern is a highly motivated, personable, flexible, IT team member in training that facilitates the technical support requests placed by our clients. The Response Team Intern is responsible for the first response to the day to day support requests of Xcentric’s clients as well as assisting their peers with any service requests that aren’t assigned. The position focuses on our cloud products and services. Enthusiastic commitment to delivering world-class technology solutions and the highest levels of customer service is a must.

As a Response Team Intern, your role in the Xcentric organization will be to provide the first layer of service to our clients. Ultimately, your efforts will be essential in providing a positive experience for our clients as they need technical support. A consultant will:

Ensure a positive client experience and high client satisfaction
Be Involved in the day-to-day functions of Xcentric technical support
Be responsible for having an in depth understanding of the Xcentric procedures and processes
Maintain queues at all times

Essential Functions
Day-to-day support activities including participation in ticket resolution

Responsible for responding to tickets, troubleshooting issues through to a resolution, and/or assigning tickets to Level 1 Consultants that are assigned to the client’s account, all while following all documented procedures

Limit troubleshooting to 30 minutes in order to provide rapid response to continually incoming support requests.

Maintain an in-depth knowledge and understanding of Xcentric technologies, hosted applications, and services
Manage multiple tickets at one time

Function as a first responder to new tickets or calls on client's technical issues.

Assist in developing documentation, knowledgebase and best practice guides

Communicate highly technical information to both technical and non-technical users

Provide advanced technical support to Xcentric's cloud servers, applications, and managed workstations

Assume role as a liaison between product vendor support and hosted client

Instill client confidence in Xcentric's infrastructure, processes, and personnel

Assist other departments as needed

Complete special projects and tasks assigned by management

**Skill Requirements**

Computer systems experience or desktop support is required.

Technical Certifications are desired

Knowledge of MIS objectives and strategies.

Excellent communication, time management, decision making, presentation, and organization skills.

Able to provide technical assistance to the Xcentric client-base

Ability and desire to learn Xcentric processes and technologies

Knowledge of the accounting industry, as it relates to the services and products offered by Xcentric is desired

Competency in various technologies and/or applications such as, Microsoft, Dell, MS Office applications, and etc.

**Education**

High school Diploma or GED

Bachelor’s degree in progress in business or computer science preferred