



**Call. Connect. Relax.**

**DESCRIPTION**

**Sr. Service Desk Analyst – Full Time - Work from Home**

***America's Remote Help Desk - ARHD***  
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America's Remote Help Desk (ARHD) is a stable Maryland based IT outsource firm in our 10th year of business. We are a National Infrastructure Management and Help Desk Service provider with a local presence in the Baltimore/Washington market.

**OPPORTUNITY**

We are seeking a responsible, highly intelligent, and energetic **Sr. Service Desk Analyst** who has the ability to effectively triage and troubleshoot all user issues and build customer relationships through positive interaction. This is a rare opportunity to work from home doing high level technical work as part of a successful IT organization. ARHD offers employees attainable monthly bonuses, competitive salaries, the luxury of working from home, and opportunity to grow with a thriving organization.

At ARHD, the Help Desk is a valuable asset and is respected as such.

**REQUIREMENTS**

- Minimum of 5 years related IT experience.
- High level, polished customer and relationship management skills, with the ability to make customers feel great about their support experience regardless of the outcome.
- Ability to logically understand and troubleshoot connectivity issues with solid Networking Fundamentals.
- Expert level of knowledge with Microsoft Windows XP, Windows Vista, Microsoft Outlook and Microsoft Office (primarily Word and Excel).
- Working Knowledge of Microsoft Exchange 2K & 2K3, Microsoft Server 2K & 2K3, and Citrix.
- Experience with Blackberry devices including activations and functionality support.
- Complete Incident Lifecycle Management Skills and follow through are essential to the position.
- Real Time ticket entry and professional documentation skills.
- Leadership experience and knowledge of Help Desk metrics are a plus.
- Experience with document management systems is a plus.
- Industry certifications relevant to the position are a plus.
- Support experience with MAC and MAC-based products is a plus.
- Candidate must reside in the Baltimore, MD/Washington, DC market.

**Sr. Service Desk Analyst** will work full time from home, and must have a dedicated work space where 100% focus is possible. High Speed internet access must be available in your area which is a reimbursable expense.

We are an equal opportunity employer. For more information on our company, please visit us online at [www.remotehelpdesk.com](http://www.remotehelpdesk.com). To apply, forward your resume to [resumes@arhd.com](mailto:resumes@arhd.com).

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