

Desktop Support Tech

The Marker Group is a prominent national company in northwest Houston that provides litigation support services. Successful candidates will be detail oriented and able to meet deadlines. Marker's offers competitive compensation and great benefits.

Essential Duties and Responsibilities:

PC usage is frequent and an employee must possess considerable knowledge and experience in the application/operation of software programs that go beyond basic word processing.

- Answers, evaluates, and prioritizes incoming telephone, voice mail, email and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Determines whether problem is caused by hardware such as a modem, printer, cables or telephone.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Analyzes and evaluates incident reports and makes recommendations to reduce help-line incident rate.
- Calls software and hardware vendors to request service regarding defective products.
- Tests software and hardware evaluation and recommendation for management review.
- Installs personal computers, software and peripheral equipment.
- Assist with installation of infrastructure equipment (cabling and networking).
- Strong attention to detail.
- Work after-hours when needed.
- Take initiative without requiring general guidance or supervision.
- Maintain confidentiality and use a high degree of discretion.
- Minimum of 2 years small-to-medium-size office experience.
- Must be able to lift and carry up to 50 pounds.

We are an equal employment opportunity employer.

Qualified candidates can send a resume and salary requirements to: hr@marker-group.com