



### **POSITION SUMMARY STATEMENT**

The PC & Helpdesk Admin will provide technical support for users at distribution centers in Southaven and Byhalia, Mississippi. Install and maintain software on computers, scanners, and peripherals. Provide hardware and helpdesk support for scanners, computers, and peripherals located in the warehouse and offices at the distribution centers. Provide telecommunications support for users. Assist local I.T. staff with additional support needs.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Must have good troubleshooting and problem solving skills in the following areas:
  - Technical support
  - Hardware support
  - Software support
  - Help-desk support

### **MINIMUM QUALIFICATIONS:**

#### EDUCATION/EXPERIENCE:

- 1 year of college experience concentrating in technical curriculum
- 3 years of work experience in a technical support role
- Working knowledge of Windows XP and Windows7 operating systems
- Working knowledge of industrial grade scanners and MS Windows CE operating systems
- Working knowledge of networked printer installation and support
- Working knowledge of wired and wireless networks
- Excellent computer skills: Microsoft Suite (Word, Excel, Outlook, PowerPoint), Lotus Notes and SAP

#### COMPETENCIES:

- Adaptability, Business Acumen, Communication, Customer Service, Detail Oriented, Honesty & Integrity, Negotiation, Organization, Professionalism, Results Oriented, Solution Oriented, Teamwork, Time Management