

Terryberry Careers

Help Desk Technician

Terryberry partners with organizations worldwide to design and manage recognition solutions that attract, engage, and retain the best people.



Email your resume to dlarson@terryberry.com

Terryberry is looking for a focused, adaptable individual to join our IT team to provide desktop and application support to all employees. Ideal candidates will have proven troubleshooting skills, be self-motivated and passionate about technology and helping people. This is an ideal role for a recent Information Technology graduate.

ABOUT US

Our Mission | When people are recognized for their efforts, they are inspired to achieve more. The mission of Terryberry is to help organizations provide their people with special recognition for remarkable contributions and achievements. We strive to create a fulfilling and rewarding environment where people achieve their best potential.

Locations | We're headquartered in Grand Rapids, MI, with locations throughout North America and Europe.

Past & Present | Founded in 1918 as a jewelry and award manufacturer, Terryberry is an industry leader in employee recognition software solutions and platforms. Our innovative recognition programs and rewards are designed to ignite purpose and potential in organizations.



RESPONSIBILITIES:

- Handles Tier 1 help desk escalations through tickets or phone.
- Follows up on outstanding requests and ensures timely resolutions.
- Creates accounts and configures hardware as part of onboarding process.
- Supports audio and video equipment in conference rooms/commons.
- Manages and monitors internal assets to ensure accurate inventory records.
- Other duties may be added and/or assigned as needed.

QUALIFICATIONS:

- Working knowledge of standard web technology, network administration technologies, office productivity suites, desktop operating systems, electronic mail, & anti-virus software.
- Troubleshooting experience with Printers/Scanners
- Understanding of Internet applications IE, Firefox, HTML and Internet protocols.
- Solid communicator with the ability to build rapport at all levels of the organization.
- Strong desire and ability to learn and effectively use new software, including; Salesforce, Ticketing software (JIRA).
- Ability to multi-task, prioritize and manage time effectively.
- Solid problem-solving skills.
- Ability to work unsupervised and make good use of free time when there are no outstanding tickets.
- Bachelor's Degree in Information Technology strongly preferred.
- No previous help desk experience required.

800.253.0882
www.terryberry.com