

# Currently Seeking IT Help Desk Specialists

**Magee Resource Group** has recently partnered with a local Fortune 500 company, to fill several dozen full-time help desk roles. These positions are located at the company's brand new facility in Northwest Louisiana. We are seeking individuals with technical knowledge, effective problem solving skills, and a customer-friendly attitude.

## **Job Description**

The help desk specialist will provide technical assistance for incoming queries related to computer systems, software, and hardware. Creative problem solving will be utilized as the specialist diagnoses, identifies, & analyzes a variety of technical issues. Occasionally, issues will need to be routed to other product or system specialists. All of these queries will be tracked through a database maintained by the specialist.

## **Job Requirements**

- Associate's degree or equivalent IT experience
- Great communication & interpersonal skills
- Familiarity with MS Office
- Problem solving skills
- Customer service experience

## **Keys to Success**

Above all, the successful candidate will demonstrate patience and effective communication toward all customers. A positive attitude, a desire to learn, and the ability to focus on the solving the issue at hand will carry the candidate to a successful, long term career.

## **About Northwest Louisiana**

Northwest Louisiana is one of the fastest growing areas in the state. Shreveport-Bossier City combine to create the third largest metro area in the state.

Good people, good food, and good times are what draw people to Louisiana! The culture, festivals, music, and cuisine are a hybrid of Cajun, southern, and Texan influence. The City has unique attractions like Mardi Gras parades, casinos, breweries, farmers markets and much more!

**Please send resumes to [resume@mageeresource.com](mailto:resume@mageeresource.com)**



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