

Since 1993, American Interiors has continued to be proven experts at creating interior environments that inspire the places we work, learn, heal and play. We provide products, services and workplace transformation consulting across our markets of Cleveland, Detroit, Toledo and beyond. With today's growing and multi-faceted company, American Interiors has remained true to their roots - working closely with its clients to develop long lasting partnerships.

Job Title:	Helpdesk Analyst		
Department:	Information Technology	Travel:	Minimal
Position Type:	Full-time	Location:	Toledo, OH
Compensation:	Hourly	Date Posted:	5.16.19
Reports to:	I.T. Manager	Contact:	Robert Whitten RWhitten@aminteriors.com

Our Toledo location is seeking an organized, friendly, helpful, and knowledgeable individual to fill an entry level helpdesk analyst position. Must be willing to learn and take direction. Basic experience, interest or education in I.T. is plus.

Applications will be accepted through email. Please include contact information and professional references.

Roles & Responsibilities:

- Provide first level end-user support including troubleshooting basic issues with computer hardware, network/ internet connectivity, email, and software applications as well as completing client requests for password and user account administration
- Perform basic computer hardware and software installations, configurations, and virus removals
- Provide remote support to end-users
- Update technical support documentation when required
- Setup and support mobile devices
- Prioritize tickets and escalate more complicated issues to other IT resources as necessary
- Support in software releases and roll-outs,
- Maintain software and hardware inventory for computers and devices
- Provide prompt, courteous follow up on Help Desk Tickets
- Research new technologies related to the industry

Qualifications and Education Requirements:

- Excellent written, verbal, and analytical skills
- Curiosity and drive to seek out answers to complex problems
- H/S Diploma or GED
- Comptia Certifications a Plus

Benefits Package:

We treat our employees: as we would treat our clients with trust, collaboration and passion.

American Interiors offers a comprehensive competitive benefits package that consists of: health plan, dental plan, vision plan, 401k plan with a safe harbor, life insurance, cell phone, laptop, and paid vacation.

