



## Help Desk Coordinator

### **Description:** Help Desk Coordinator

Our main product, Extreme, is a payroll management suite targeted toward Professional Employer Organization (PEO) and Administrative Services Organization (ASO) industries. In addition to Extreme, we also offer a Web Portal application that allows our Clients to provide user-friendly access to their Customers.

Our ideal candidate is someone with a strong ability to understand business operations including, but not limited to, Payroll, Accounts Receivable, Accounts Payable, General Ledger functionalities, Health Benefits and Retirement Plans. Excellent communication and interpersonal skills are must-have characteristics of anyone we hire. Position is an on-site setting with flexible work hours. Office hours are Monday-Friday 8am-5pm.

### **Help Desk Coordinator Job Duties:**

- Receive inbound support calls and identify the level of Support needed (average of 5-10 calls per day)
  - Respond to Voicemails in a timely manner
  - Provide Client with a ticket number if the support issue cannot be immediately addressed over the phone
  - Complete a follow-up call with the Client, if requested
- Answer Client emails and identify the level of Support needed
  - Respond to Client emails in a timely manner (60 minutes or less is ideal)
  - Consult with the Accountix Support team to find an immediate resolution for the Client
  - Provide a ticket number to the Client if their inquiry cannot be immediately addressed
- Administrate the Accountix ticketing system:
  - Clarifying defects within the Extreme software or additional features requested for implementation with the Client
  - Document the item accordingly using the Accountix ticketing system
  - Submit ticket(s) to Development and provide ticket number(s) to the appropriate Client
  - Test tickets completed by Development using the Accountix Extreme software to verify the ticket can be released
  - Maintain the Accountix ticketing system in an orderly manner; update outstanding tickets or tickets currently under Development when a Client follows up on the progress of their inquiry or request

### **Skills/Qualifications:**

- Minimum education required: High-School diploma or equivalent
- Ability to take initiative and work independent of supervision
- Maintain high standards of quality to ensure Client satisfaction and accurate results
- Strong organizational, analytical, and communication skills (both written and verbal)
- Ability to grasp new technologies and react to changes in a fast-paced environment
- Enjoy working with others in a team environment
- Proficiency with office software products
  - Microsoft Excel
  - Microsoft Word
  - Adobe PDF Reader

### **Opportunities:**

This position provides an excellent opportunity to be introduced to a couple of Industries. First is the software Development where testing, documentation and Problem-Solving skillsets are gained. Second is the Professional Employment Organization industry where Payroll, Accounting and Human Resources understanding is learned.