BC*forward* is a Preferred Vendor and the Contractors Vendor of choice for

Hewlett Packard – Tech Support Center

HIRING EVENT

1 YEAR ASSIGNMENT

Technical Support Desk / Service Desk Technicians

January 7
10 am – 2 pm
Workforce OK
14002 E 21st Street, Suite 1030, Tulsa, OK

RESUME REQUIRED

Job Description & Requirements:

Service Desk agent providing technical support to clients over the phone. Including hardware & software support of PC's, password resets, and trouble shooting, supporting multiple products (off the shelf and client specific).

- Outstanding attendance and dependable transportation are required
- Inbound Call Center experience required
- Beginning to Intermediate PC skills; Windows, Windows 8, Outlook, Internet Explorer, Operating Systems, hardware and software desired
- Troubleshooting skills supporting customers remotely over the phone is a plus
- VPN Remote supporting experience is a plus
- Experience on Helpdesk or Service Desk desired
- Customer service skills would include searching knowledge in database to relay trouble shooting procedures to customer
- Drug and Felony Free – required

RESUME REQUIRED