

BCforward is a Preferred Vendor and the Contractors Vendor of choice for

## **Hewlett Packard – Tech Support Center**

### **HIRING EVENT**

Long and short term, Full and Part Time assignments available  
Technical Support Desk / Service Desk Technicians

**April 29th**

**9 am – 3 pm**

**Workforce OK**

**14002 E 21<sup>st</sup> Street, Suite 1030, Tulsa, OK**

#### **Interview Options**

In person at Workforce OK, day of event – Resume is required

Phone Interviews all month long – Emailed Resume is required

Email resume to [jacki.snider@bcforward.com](mailto:jacki.snider@bcforward.com) for consideration

#### **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