



## Help Desk Analyst

### *Who We Are:*

Keno Kozie Associates is the IT partner of choice for law firms across America. Hundreds of firms have chosen to entrust their reputation and business to our team of experienced IT specialists. From 24x7x365 help desk outsourcing to complete system design, implementation, training and support; our clients rely on Keno Kozie's experience and expertise.

### *Who You Are:*

Primary responsibilities include 1<sup>st</sup> level desktop and applications support (via phone and email) for national and international contractual clients in legal and other professional disciplines. We currently have openings for all shifts; we operate on a 24 x 7 x 365 basis.

### *Candidates must meet the following criteria to qualify:*

- Strong customer service skills
- Excellent interpersonal and communication skills
- Prior troubleshooting experience
- Professional, team-oriented attitude

### *Salary and Position will be determined based on several criteria, including:*

- Legal IT support experience
- IT Help Desk/Service Desk experience
- Customer Service experience
- Call Center experience
- Desktop and Applications support experience
- IT certification, especially in application related proficiencies
- College Degree

### *As a **Help Desk Analyst** you will receive:*

- Formal training, mentoring and on-the-job training along with an exciting work environment makes joining Keno Kozie the right career decision – for now and the future.
- Since we are a full-service Information Technology consulting firm and we have many career opportunities for skilled and hard-working employees.
- Our office is conveniently located in the loop within blocks of train stations, "EL" stops and major expressways.
- Employee assistance programs.
- 401(k) program with employer match and a 2 year vesting schedule.
- Competitive medical insurance programs, including voluntary visual and dental.
- Monthly company activities: game nights, lunch and learns, fundraising events, holiday parties and more.

*Employees must be able to provide authorized documentation to work in the USA. Please send all resumes to [careers@kenokozie.com](mailto:careers@kenokozie.com).*