



Help Desk Analyst

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.

Help Desk Analyst responsibilities include 1st level desktop and applications support (via phone and email) for contractual clients in legal and other professional disciplines.

Part time shifts available 7 days:

- Morning option 7am to 11am CST
OR
- Afternoon option 5pm to 9pm CST

Qualifications

- Excellent Interpersonal communication skills via phone and in writing.
- Customer Service
- Ability to intuitively pick up software skills and capacity for learning new applications.
- Prior experience in Microsoft Office Suite, particularly Word.
- Ability to work in a fast paced environment
- Professional, team-oriented attitude

Important Notes

Interviewing will consist of phone screen, remote written and typing test and in person interview. All candidates must be ITAR compliant and be able to provide proof of Authorization to work in US.