



## **Hiring: Part Time Help Desk Analysts** (20 hours/week) - College Credit Opportunity

Are you looking to get your foot in the door with an IT company? Do you want to be professionally trained and grow your career? Do you like helping people and have top notch customer service skills? Are you self-motivated and thrive in a fast-paced environment? Don't miss the opportunity to join our team as a part-time 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. We are looking for Part-time Help Desk Analysts to support our mission of delivering world-class service to our customers.

### **What you'll receive...**

- 2 weeks of **paid training**, as well as, on-going paid training and reimbursement for Certifications
- **Career growth** into full-time and management opportunities.
- Mentoring by a team of professionals who are available to help you navigate on a day to day basis

**Hours are available in AM or PM. Prefer 5 days/week Monday – Friday**  
(4 x 5 hour days & weekends are also available on a limited basis)

### **What you'll do:**

- Provide remote assistance over the phone, email support or online chat
- Field incoming calls, troubleshoot and problem solve
- Document using clear and concise notes within our ticketing system.
- Collaborate with your team to resolve difficult issues, escalation as required

### **You will be a valuable asset if you have:**

- A positive and upbeat attitude
- Oral and written clear communication skills
- A strong computer skills foundation
- The ability to think quickly and assess situations from all angles

### **Additional Perks:**

Gain Valuable IT Experience \* Paid Certification \* Full-Time Career Opportunities \* Casual Attire \* Snacks/Food/Beverages \* Lunch & Learns\* Monthly Game Nights \* Employee Appreciation Lunches \* Fun Team Environment \* Ongoing Training \* Welcoming & Professional Culture

### **Keno Kozie is an Equal Opportunity Employer**

Diversity and inclusion matters to us here at Keno Kozie Associates. We celebrate our differences and advocate an environment where everyone feels included. We're proud to be an equal opportunity employer – and celebrate our employees' differences, including race, color, religion, sex, national origin, citizenship, marital status, sexual orientation, gender identity, age, disability, Veteran status or any other protected group status. Our differences make us better, stronger and more successful. Equal employment opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, terminations, working conditions, compensations, benefits, and other terms and conditions of employment.