



Title: PC LAN Help Desk Technician

Location: Chicago, IL

Job Brief:

We are looking for a competent IT Help Desk Technician to provide technical assistance on client computer systems. A candidate must be able to logically analyze computer related problems and accurately identify the root cause, to properly provide solutions to customers while understanding and take full responsibility of the consequences of all actions taken.

Job Description:

- Quickly and confidently respond to and provide support for customer inquiries by phone calls, emails and onsite visits;
- Follow up with customers to ensure the resolution of the issues;
- Create accurate work reports and documentation in a timely manner;
- Spec-out computer hardware and software;
- Properly install, modify, and repair computer hardware and software;
- Eliminate security risks and threats on computers;
- Perform preventive and remedial maintenance of computer hardware and software;
- Provide basic operation of centralized systems such as Active Directory, Office365, G-Suites, Anti-Virus, other web portals and system consoles;
- Cooperate with sales team, upper level technicians, system/network engineers, other colleagues, supervisors and business partners, to provide comprehensive support for our customers; and
- Performs any and all other assigned and/or related tasks and duties, as determined by KDDI America in its sole discretion.

General Skills and Experiences Required:

- 1) Analytical and logical problem-solving skills.
- 2) Excellent communication skills.
- 3) Excellent reading and writing skills.
- 4) Understanding of fundamental computer operations and functions.
- 5) Understanding of fundamental computer related security risks and threats.
- 6) Excellent documentation and reporting skills using Word/Excel/PowerPoint.
- 7) Japanese communication skill is a big plus. (This is not a requirement.)