Our innovative and growing company is looking to fill the role of IT assistant. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for IT assistant

- Support Program Manager with IT meeting minutes
- Respond to help line and walk-in requests from customers, creating requests in tracking system and assigning to available staff as appropriate
- Triage requests by directly answering basic questions or directing customers towards existing knowledge base articles, merging split request threads, and escalating/directing more complex requests to appropriate staff
- Assist in coordinating team efforts for efficiency and quality by monitoring request workloads and transferring requests among staff, collecting multiple requests from individual customers into one staff's queue and drawing attention to outstanding items
- Follow up with customers to ensure resolution and collect feedback on satisfaction with service
- Retrieve and deliver equipment and other items as needed
- Assist in developing and maintaining knowledge base documentation
- Assist in monitoring and restocking department copiers
- Handles and resolves Tier III Calls that are not resolved by Service Desk or Tier 1, Tier 2 Desktop Support Contractors
- Create and edit PowerPoint presentations as needed

Qualifications for IT assistant

- Back of the house and guest facing operational and technical experience with hospitality management systems

- Must be able to move around well enough to work safely, lift and move light-middleweight objects (up to 40 pounds)
- Must have meticulous attention to details, can follow established processes and procedures without straying
- Highly skilled in the use of Microsoft Excel
- Strong experience coordinating and scheduling large, complex events/meetings associated with the department's activities, quarterly department-wide meetings, annual meeting