

## Help Desk Support Specialist

The support of online shopping, banking, and other task has created demand for help desk support specialists who provide advice to users, administration functions, maintenance, and network support. In many cases, this support can be outsourced, so that company employees are free to do their normal job functions.

Help Desk Support Specialists answer phone, email and chat communications, then interpret problems and provide technical support for hardware, software, and networks. They must listen carefully and ask questions which will help them diagnose the problem. To resolve issues, they may run automatic diagnostics programs, consult manuals and patiently walk customers through problem solving steps.

In many cases help desk support is necessary around the clock, so schedules rotate. They constantly interact with customers as they answer questions and give advice, so they should be personable and well-versed. In many cases, they need to be fluent in two languages.

### Help Desk Support Specialists:

- Provide first-level contact and problem resolution to resolve as many user-reported problems as their expertise permits.
- Escalate problems as appropriate.
- Obtain, document and convey concise problem information on unresolved issues to internal support personnel.
- Act as a liaison between customers and internal support staff during the problem resolution process.

If you are interested in outsourcing a help desk support specialist, The **Tech Connect™** solution from Answer Center America may interest you. With **Tech Connect™** any company can have a 24/7 technical support help desk for their employees and clientele.

### **Tech Connect™ Solutions**

- 24/7 Bi-Lingual Technical Support Agents
- Multi-Tier Support Solution With ACA L1, ACA L2, & ACA L3 Teams
- Ticket Creation and Follow Up
- Server Monitoring and Update Support
- Network Monitoring and Update Support
- PC Update Support

- Digitally Recorded Calls for Quality Assurance and Training
- Agent Screen Shots for Quality Assurance and Training

### **What is involved to Start?**

Just as customized as your technology solution is for your business, so will ACA's **Tech Connect™** solution. An ACA support team including your ACA sales Consultant, Account Manager, and Technical Support Liaison will work hand and hand with your team to create a custom solution built around the individual needs of your company. This way when your clients or employees are calling in to **Tech Connect™** they will have an experience that is seamless just like they would experience by reaching your internal technician. This way ACA can provide your company with one of the highest 1 call resolutions possible.