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TEAM MEMBER, HELP DESK

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Current Team Members



Position Type
Full-Time



Category
Store Administration



Job Location
Brentwood, Tennessee



Requisition #
2019-9077



Last Updated
2019-11-25 14:43:00

Overview

Seeking Store Team Members to fill open positions at the Help Desk!

Do you have a strong desire to assist your fellow Team Member? Then the Help Desk would be a great place for you to grow within Tractor Supply Company! As a Help Desk Team Member you will be part of a dynamic team who offers Legendary Customer Service every day. As a Help Desk Team Member you will professionally and courteously assist our stores and District Managers by providing first level support to our Team Member for store questions and/or issues.

The Help Desk is an excellent opportunity to work with many different departments, build relationships with fellow team members and learn a different view of our company. There are many success stories among current and former Help Desk Team Members.



Responsibilities

Primary Duties:

- Answering and logging all Store communication received by phone, email, or Help Desk Tickets (directly from store)
- Troubleshooting and resolving all POS/IT Software and Hardware issues
- Assigning issues to the appropriate Team as necessary
- Follows through with any research or additional contact to ensure complete resolution
- Monitoring Stores Network system and follow thru as needed
- Answering any operational or procedural questions
- Directs calls to the appropriate person or Team based on Tractor Supply's established "Who to Call"
- Routes all suggestions and ideas that relate to TSC to the appropriate persons
- Enters all calls into Service Now (the call log database)



Qualifications

Below are the skills you should possess to excel as a Help Desk Team Member

- Great communication skills
- The ability to handle conflict positively
- The ability to work in a fast paced environment
- Demonstrated strong problem solving skills
- Be able to work varied hours; the Help Desk is open from 6 AM - 11 PM
- Be receptive to change

Any Store Team Member with 1 year of service in their role is eligible to apply for a Help Desk position. As a Help Desk Team Member you will receive training for all aspects of the position. Team Members are eligible for a relocation package*.

*To qualify for a relocation package you must add 50 miles to your current work commute.