

# Apex Systems

Our office is currently supporting a Desktop Support Role with one of the largest nonprofit healthcare organizations in the Nashville area. We currently are filling ten entry level spots, which I believe would be a great opportunity for some recent graduates of your program to get into the IT field right away. If you had any students you would like to recommend to this role, I would love to speak with them and get their resume. The duration of these roles are only 6 months, so it would be a great way to build some experience with a large company. These are traditional business hours, so graduates would be ideal. I will include the basic job responsibilities here, but they will be training to help the new hires transition into their role smoothly.

Responsible for desktop hardware support to the user community for functional area(s) and ensure reliability of the devices. Responsibilities include but, may not be limited to the following:

- Responds to incidents, performs diagnosis, executes incident resolution for those requiring medium to high complexity. Utilizes previous experience to reach resolution and will contribute to knowledge management system(s). Escalates issues when necessary.
- Responds to customer requests received via the service management application. Fulfills requests of moderate to high complexity. Interacts with the customers in a courteous and professional manner.
- Assists in the maintenance of and enters the appropriate data into the device asset management system and the knowledge management systems to capture knowledge and work processes.
- Responds to assigned issues and troubleshoots problems with desktops, laptops, tablets, mobile carts, printers and peripherals, including deployment of new devices. Identifies potential issues that could adversely impact end-user experience and takes corrective action. Participates in low complexity local and enterprise projects. Participates in on-call rotation and provides on-call support.
- Performs proactive maintenance on devices. Participates in the "smart hands" program to assist other IT functional areas when needed.
- General knowledge of Operational Level Agreements and always works within those metrics.
- Day to day interactions with the user community and works collaboratively with business and IT stakeholders as it relates to incident management, request fulfillment and problem management.
- Understanding and adherence to policies and procedures. Contributes to new or modified policies.
- Provides guidance, training and problem solving to other team members.

Looking forward to hearing from you

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