amber academy

Helpdesk Assistant Job Description

Amber Academy is seeking to hire experienced candidates in the field of Computer Engineering/Computer Science domain to work as a **Helpdesk Assistant**. The enthusiastic individual will be required to promote computer knowledge among our students and assist teachers with their queries.

Helpdesk Assistant Responsibilities:

- Serving as the first point of contact for students and teachers seeking technical assistance across various platforms, through emails, telephone, WhatsApp, Zoom calls etc.
- Provide immediate support and assistance to students and teachers for incoming queries and issues related to computer curriculum provided from 8am to 5pm on all weekdays and online support on weekends as well.
- Troubleshoot problems and find fixes for issues faced by students and teachers during the sessions, such as why the problem occurred and how to resolve the issue.
- Help in designing and creating manuals for teachers and students.
- Log communications to keep a detailed record of all problems diagnosed and fixed.
- Analyze computer problems based on information they're given, with a high degree of analytical skill and the ability to think critically.
- Pay constant and close attention to small details to find and isolate technical problems.

Requirements**:**

- Bachelor's degree/teaching experience in Computer Science, Computer Engineering, or related discipline is preferred.
- A degree/diploma in Computer Science, Computer Engineering or related discipline is must, to demonstrate computer competency.
- Provide high-quality customer service over the phone and online to resolve tech issues
- Excellent communication skills in order to understand computer problems and clearly relay instructions to solve these issues.
- Confident in communicating via various platforms like emails, telephone, WhatsApp, Zoom
- Excellent presentation abilities.
- Strong written and administrative skills.
- Nurturing, adaptable approach

- Passionate about fostering computer literacy and academic excellence.
- Flexible with the timings associated with providing helpdesk support.
- Available from 8am to 5pm on weekdays and online weekend support as well.