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| Job Title: | GA DDS Help Desk Analyst 1 | **Region :** | State of Georgia |
| Position Type: | Standard | Job Code/ Req#: | 762935 |
| Location: | Hybrid  **Worksite Address:**  2206 East View Parkway  Conyers, GA 30013 | **Agency Interview Type:** | Either Web Cam or In Person |
| **Req. Status:** | Open | **Start Date:** | 05/26/2025 |
| **Expenses Allowed:** | No | **End Date:** | 06/30/2026 |
| **No.of Openings :** | 1 | **No New Submittals After :** | 05/08/2025 |
| **Max Submittals by**  **Vendor per Opening:** | 2 | **Hours/Units Per Day :** | 8 |
| **Days Per Week :** | 5 | **Work Location :** | Georgia |
| **Level/Salary Range :** | $20/hr on C2C | **Send Resumes to :** | resumes@taurusbiz.com |
| **Requisition Description** | | | |
| **Short Description:** Under direct supervision, assists customers with tier one issues or forwards to second tier support for issues beyond their subject matter expertise.  **Complete Description:**  **LOCAL CANDIDATES**  This position is located at DDS Headquarters in Conyers, Georgia. MUST be Bilingual, Spanish/English  Provides technical assistance to both internal and external customers for tier one issues. This position requires handling a high volume of calls in a call center environment focused on customer service.  Internal customer support involves troubleshooting hardware, software, and connectivity issues. The Analyst will be responsible for escalation to the appropriate second tier support, opening tickets with various vendors, and escalation to Senior level management.  External customer support ranges from general website support, assistance with password resets, online account management and the provisioning of mobile drivers licenses. The Analyst will be expected to provide a high level of customer service while handling a large volume of calls and difficult situations all the way to completion of the ticket.  **Job Responsibilities**  • Oversee the daily performance of computer systems and applications.  • Answer user inquiries regarding computer software or hardware operation to resolve problems.  • Monitor ticket queues, assign tickets to appropriate internal and external support staff, escalate tickets until resolved.  • Confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.  **Minimum Qualifications:**  • High School diploma or GED  • Six months of experience handling customers, questions, complaints, and/or providing information in a call center environment.  **Preferred Qualifications**  • 1+ years’ experience performing as Help desk Technician with hands on knowledge in resolving issues with Outlook, MS Office, Win 7 and 10.  • Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college  • Knowledge of Apple iOS  This position is located at DDS Headquarters in Conyers, Georgia.  **Required/Desired Skills**   |  |  |  |  | | --- | --- | --- | --- | | **Skill** | **Required /Desired** | **Amount** | **of Experience** | | Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college | Required |  |  | | Experience performing as Help desk Technician with hands on knowledge in resolving issues with Outlook, MS Office, Win 7 and 10, Active Directory. | Required | 1 | Years | | Monitor ticket queues, assign tickets to appropriate internal and external support staff, escalate tickets outside of SLA’s until  resolved. | Required | 1 | Years | | Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation  specifications. | Required | 1 | Years | | Answer user inquiries regarding computer software or hardware operation to resolve problems. | Required | 1 | Years | | Bilingual - Spanish/English | Required |  |  |  |  |  | | --- | --- | |  | **Description** | | **Question 1** | Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement? | | **Question 2** | Please list candidate's email address. | | **Question 3** | The maximum mark-up for this engagement’s SRP rate is 35%. To be competitive on pricing, a mark-up below the 35% threshold is suggested. Do you agree to propose a mark-up at or below 35%? | | **Question 4** | This assignment is contingent upon customer renewal and availability of adequate funding. Do you accept this requirement? | | **Question 5** | The selected candidate will be expected to start their engagement no later than 2 weeks (10 business days) from the client’s selection date. Do you accept this requirement? | | **Question 6** | Onsite Required: Due to the essential nature of the work to be performed, this position REQUIRES the selected candidate to work ONSITE for the duration of the assignment. Candidates will not be permitted to work remotely. Do you accept this requirement? | | | | |
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| **Reviewed By:** | Swathi G | **Date:** | 05/07/2025 |
| **Approved By:** | Ram S | **Date:** | 05/07/2025 |
| **Last Updated By:** | Swathi G | **Date/Time:** | 05/07/2025 |