
Title: Help Desk Specialist

Company Overview

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Please visit People20.com

Position Overview

Help Desk Specialist is focused on increasing the satisfaction of People 2.0 Affiliates and Recruiters by providing exceptional professionalism and customer service through phone support, technical diagnosis and problem-solving related to the company information systems and related services.

The Help Desk Specialist assists, supports and trains remote branch staff members in the use of various web and server-based software applications for managing recruitment, employee placement, payroll and billing processes.

Primary Responsibilities:

- Responsible for timely response to all initial incoming telephone and email requests from customers
- Assist system users in a supportive, professional manner, helping them achieve requested outcomes.
- Offer training and education to system users while diagnosing and solving issues or delays.
- Capable of resolving the specific responsibilities supporting People 2.0's software and hardware solutions
- Diagnose difficult software and payroll issues/problems. Recognize when to escalate issues to Specialist II and/or Supervisor.
- Log and document contact activity timely and accurately.
- Prompt notification to management upon recognizing any potential problems or irregularities including suspected impropriety or rule violation
- On-going operational support of software or other time keeping applications
- Add/Remove/Reset Passwords
- Various Third-Party Operational/User Support including general report knowledge.
- Promote and provide general knowledge of Web Portals (applicant, job, employee, and client)
- Phone system support (voice mail resets and setups)
- General PC Support of HQ users
- Assist other departments upon request
- Other duties as assigned.

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Education and Experience

- Minimum Associates degree required or equivalent Technical School
- 2 -3 years' prior experience in software/application support or inbound, technical call center or customer service preferred.
- Solid technical aptitude and demonstrated problem-solving skills
- Must be a for all Microsoft applications "Power User"; Word, Excel, Outlook, PowerPoint
- Excellent verbal and written communication skills and general math skills
- Human Resource (HRIS) experience, payroll applications, bilingual Spanish a plus

People 2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.