

Information Technology Helpdesk Manager

Sahouri Insurance & Financial is a privately-held insurance agency headquartered in the heart of Tyson's Corner. As an all-lines insurance broker, Sahouri Insurance has been serving domestic and international communities with success since 1970.

We offer a wide range of insurance products and risk management services, including: Embassies & Diplomatic Missions, Commercial, Life and Disability, Employee Benefits and Private Clients.

Given that the agency is client-focused, customer experience is at the top of its priorities. Sahouri's most valued asset is its people. Finding the right people is vital to providing a great customer service experience. Our human capital is our competitive advantage; it is what truly separates us from what the competition views as the industry standard for customer service.

As the recipients of the GOLD Stevie Award for Best in Customer Service, our standards for providing the best customer experience are extremely high.

Job Summary:

The IT Helpdesk Manager is responsible for prompt customer service and quick response to Information Systems related problems and must take responsibility for resolving basic to advanced level PC related hardware and software problems. You will provide quality support with a high degree of customer satisfaction and timeliness and must be extremely detail oriented to ensure thorough help desk support and accurate service request and equipment inventory recordkeeping. Support up to 100 users in both help desk and desk side support, experience using helpdesk and inventory tracking tools and familiarity with the ITIL framework. This role offers growth opportunities in a fast-growing, dynamic IT shop, including: help desk, hardware, software, networking, and applications maintenance.

Responsibilities:

- Responds to electronic ticket, telephone calls, emails and personnel requests for technical support.
- Documents, tracks and monitors all help desk interactions to ensure a timely resolution and maintains thorough communication with the user until the help desk request can be closed.
- Supports and maintains user account information including rights, security and systems groups.
- Demonstrates strong knowledge of commonly-used concepts, practices, and procedures within IT industry standards and corporate help desk procedures.
- Uses strong analytical skills to diagnose problems (hardware, software, network, etc.) and



determines appropriate solutions.

- Researches questions using pre-documented instructions and guidelines to perform the functions of the job and quickly escalates problems that require urgent attention or senior-level support.
- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals and stays current with system information, changes and updates.
- Maintains accurate hardware and software inventory and prepares periodic help desk activity reports.

Qualifications/Experience:

- Ability to interact successfully with all levels of employees within the organization.
- Excellent oral and written communication skills.
- Dedicated work-ethic, responsible, reliable and strong personal integrity.
- Excellent planning and organizing skills.
- Impeccable attention to detail
- Adaptability/versatility for changing workloads and priorities.
- Exceptional ability to multi task and work under pressure to meet deadlines.
- Top-notch customer service orientation and professional demeanor.
- Strong analytical and problem-solving skills
- A wide degree of creativity and latitude is expected.

