



Help Desk – IT Department

Sportsman's Warehouse, a dynamic fast-paced growing company, has an immediate opening for 2 full-time, highly motivated Help Desk Support people.

Shifts available:

- 1 - Monday – Friday 12:00 PM until 9:00 PM
- 2 - Wednesday – Sunday 6:00 AM until 3:00 PM

Description:

This position is responsible for answering internal computer support telephone calls, diagnosing employee problems and entering tickets into the software system. Requires customer service, computer support and help desk experience. The successful candidate will have excellent communication and customer service skills, the ability to work well with a team, and excellent telephone and problem solving skills.

Requirements:

- Excellent verbal and written communication skills.
- Ability to interact and communicate with all levels of the organization.
- Ability to train other employees on internal software.
- Ability to work under pressure.
- Ability to express technical concepts in a non-technical manner to internal employees.
- Ability to work in a team setting.
- At least 1 year Help Desk experience or an equivalent combination of education and experience.
- Ability to type at least 45 wpm.
- Knowledge of Windows 2000, XP and Microsoft Office Suite (Word, Excel, PowerPoint).
- High school degree required with college or technology school degree preferred.
- Preference given to those with knowledge of Tomax's Retail.net and JPOS software.
- Knowledge of Oracle Apps desired.
- Knowledge of Help Desk software.
- Previous call center management experience preferred.
- Must be willing to be involved in all aspects of IT.

Sportsman's Warehouse offers competitive pay and benefits that include health, dental and life insurance, 401K, vacation and holiday pay and is an Equal Opportunity Employer.

Please submit cover letter and resume to cto@sportsmanswarehouse.com.