



**ChildCare Education Institute (CCEI)**, the only dedicated online university dedicated to teacher training and professional development exclusively for the child care industry, is seeking a **Help Desk Technician/ Network Administrator**. CCEI has pioneered online staff development and education through its' internet-based, state of the art course delivery system and industry leading certificate programs and professional development courses. CCEI is uniquely positioned for rapid growth and has already secured national partnerships with multiple national child care chains and the National Head Start Association as training partners. CCEI is seeking candidates at our headquarters in Duluth, GA., a suburb in North Atlanta. This position reports directly to the **Vice President of Operations**.

### **Summary:**

This role is the front line contact to the customer and is responsible for providing professional, courteous and prompt customer support. This includes answering incoming questions, customer set up and training, troubleshooting and managing relatively simple hardware, software or network problems.

### **Responsibilities**

In this role, the Help Desk Technician/Network Administrator will have the following responsibilities:

Primary responsibilities will include, but are not limited to:

- Provide an excellent level of customer support for students by answering incoming support calls and emails
- Logging of help tickets and interactions with users into CCEI's Contact Management System, Microsoft Navision
- Set up and orientation of new customers
- Provide backup for operator to properly route incoming phone calls

Secondary responsibilities may include, but are not limited to:

- Work with Network Administrator to ensure excellent staff support from the hardware and software perspectives
- Provide back up to all Network Administrator functions

### **Requirements:**

- Candidate must have a detailed and strong overall knowledge of Information Technology's role in business
- Working knowledge of PC Hardware and Operating Systems
- Minimum of one (1) year previous help desk or call center experience in a technical environment
- Strong customer service skills
- Strong organizational skills
- Ability to communicate effectively with peers, other teams and management
- Ability to work in a fast paced environment

- Ability to perform diagnostics, identify problems and communicate problem resolution (or the ability to learn)
- Ability to properly create, update, track, and refer and close call records for work being performed
- Ability to work independently and in a team oriented environment
- Ability to sit for long periods of time

College degree, in a computer related field, is preferred. Fluency in Spanish, in addition to English, is a plus.

CCEI offers a competitive compensation program, an outstanding benefits package including medical, dental, and vision care; Benefits include health and dental, prescription drug coverage; life and disability insurance; paid time off; and a 401(k) Plan. Compensation package includes base salary plus annual bonus opportunity.

For more information, contact Jim Spencer at [jspencer@cceionline.com](mailto:jspencer@cceionline.com).

CCEI is an Equal Opportunity Employer. For more information, log onto [www.cceionline.com](http://www.cceionline.com).