

Role: O2A™ Help Desk Agents

Level: Entry Level (No experience required – you will receive training through the O2A program)

Overview:

The O2A™ Training Program is committed to creating a diverse work force and providing opportunities to aspiring IT professionals. We offer an inclusive and supportive workplace where our employees are made to feel welcome and accepted as they grow their IT career.

Process:

GalaxE has openings for Hartford, CT. The interview and new hire processes will be conducted remotely due to the COVID-19 crisis.

O2A™ Trainees will join the GalaxE team as full-time employees and undergo rigorous technical and soft-skills training, as well as mentorship led by GalaxE's subject matter experts. Once training is complete, team members will be assigned to a Gx Engagement Team where they will receive on-going support while advancing their careers by engaging in real-world projects for today's industry leaders.

Preferred Requirements:

- Working knowledge of common hardware and popular operating systems
- Attention to detail and ability to multi-task
- Ability to effectively communicate with employees about technology and work with individuals who have a wide range of technical skills
- Genuine eagerness to train and learn about new technology and systems
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to work independently and with minimal supervision.

Job Duties:

- Serve as the first point of contact for end users and provide technical assistance for incoming queries and issues related to computer systems, software, and hardware
- Operate on multiple computer applications to assist customer contact
- Determine the best technical or non-technical solution based on the issue and details provided
- Plan, prioritize, and schedule help desk activities to ensure maximum issue resolution in minimum time
- Direct unresolved issues to the next level of support personnel
- Follow up with end users to ensure their issue has been resolved
- Document issues and ensure all solutions are logged and organized appropriately
- Focus on and demonstrate customer- centered goals and objectives
- Demonstrate willingness to learn and effectively apply new skills/techniques as customer expectations change
- Provide, accept and act on performance feedback from peers, business partners, leadership and customer survey results



As an employee at GalaxE.Solutions, you will be eligible to benefit from our competitive compensation and benefit package!

Package Overview:

- Competitive Salary
- 401k Retirement Plan
- Affordable Medical, Dental, and Vision Plans
- Life/AD&D, Short- and Long-term Disability Benefits
- Gym Membership Reimbursement
- Employee Referral Program
- Education & Training Allowance
- Paid Time Off
- Paid Holidays

About GalaxE.Solutions

Celebrating 30 years of excellence, GalaxE has pioneered the use of automation to achieve enterprise business transformation and mission-critical change for some of the largest companies in the world. Since its founding, GalaxE remains dedicated to advancing the benefits of technology. As we continue that legacy and look to the future, a focus on business enablement through agile, cost-efficient, and effective integration of people, process, and technology anchors our success. We revolutionize change in the costs of doing business that transform companies and their ability to leap beyond the competition.

About Outsource to America™

IT workforce resilience in a post-COVID-19 world is one of the highest business priorities. GalaxE's Outsource to America program hires, trains and mentors individuals for long term employment. The traditional offshore delivery model has shown its challenges and limitations which include security, equipment, connectivity, privacy, proximity, and host national interest. GalaxE's commitment to sustaining a diverse community candidate pool, as well as onshore job opportunities under O2A™, and through our local Outsource to Hartford™, Milwaukee, St. Louis, Nashville, and Detroit initiatives and will continue to develop our local talent.

Job Application Process (have your resume ready!)

Contact our O2A Partner Relationship Manager – Gabrielle Hardy at ghardy@galaxe.com