# **AtlantiCare**



## Information Technology

## Customer Support Desk Associate

### **Key Duties**

- Ensures proper computer/application operation so that end users can accomplish appropriate tasks
- Receives, prioritizes, and documents end user help requests
- Responsible for maintaining the functionality of the Data Center
- Initiates, monitors, and documents scheduled jobs, tasks, and assignments

#### **Key Learnings**

- Time management
- Customer service and communication skills
- Data Center functionality