Help Desk Specialist

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About the role

The Help Desk Specialist delivers Tier-1 support for the Warfighting Acquisition University's online learning ecosystem. This position assists a large user community by providing guidance on system navigation, resolving technical challenges, and supporting account and course-related needs across the WarU Learning Management System and its connected tools

What you'll do

- Deliver responsive, high-quality customer assistance in a fast-paced setting that supports a broad population of learners, instructors, and staff
- Handle incoming calls, emails, and help-desk tickets from users seeking support
- Follow up on outstanding issues to ensure timely and complete resolution
- Enter accurate details of all interactions into a web-based ticketing and tracking platform
- Assist with account access issues, system navigation, course enrollment management, login problems, and general troubleshooting within WarU's virtual training environment
- Communicate with professionalism and empathy to de-escalate difficult situations and guide users toward solutions
- Organize workload effectively to meet established service and performance benchmarks

Required Qualifications

- Strong written and verbal communication ability
- Solid computer proficiency and comfort navigating technical issues
- Experience in help-desk, customer service, call center, or similar support environments; email support experience is beneficia
- Familiarity with Microsoft Office tools, especially Outlook, Word, and Excel
- Associate degree or higher

- Prior customer service experience (minimum one year) is desirable
- Familiarity with service management tools such as ServiceNow
- Must meet eligibility requirements to obtain a Public Trust clearance

Concept Plus is an Equal Opportunity Employer. As such, we will give your application full consideration without regard to your race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identity, or any other classification protected by federal, state, or local law.