

## Desktop Support Analyst

Aleris International Inc. is a leader in the aluminum manufacturing and recycling industry with over 30 locations around the world. We are fast, flexible and focused on sustaining growth and increasing our market share. We are recruiting for a technically oriented professional with strong interpersonal skills who likes working with people and translating technical information to common sense solutions and training tips. If you are looking for an opportunity that provides interaction with a variety of people and the ability to use your technical troubleshooting skills, this position might be for you!

Analyst will assist users in solving relatively common problems relating to desktop issues, supported applications, and network connectivity. Responsible for documenting Help Desk requests received via phone, voice mail and email and routing those requests to the appropriate personnel for resolution. Maintains Help Desk Application by creating & tracking help desk issues and requests, assuring accurate documentation of problem resolution & historical data. Reviews outstanding issues to expedite resolution. Resolves common issues or simple problems without assistance such as, desktop configuration items related to support applications and network connectivity, general configuration issues dealing with video display, modem operation, printer operation and working with files and directories on both the client and network. This includes resolution of hardware related issues within the workstations and laptops themselves in addition to operating system and application issues. Provides for the configuration of new workstations and printers, and the configuration details for administration of the network components of each. You will use your interpersonal skills to train users in each aspect to minimize call backs and enable user to diagnose problems quickly to avoid delay of issue resolution. Concentrates on execution of already established workstation and laptop standards and policies put forth by IT. Participates on rotating call schedule for 1 week every six weeks.

### Success Factors Required:

- HS Diploma. Associates Degree and or BS in Computer Science is a plus.
- 3 to 5 yrs related experience and/or training; or equivalent combination of education and experience.
- Strong customer service & communication skills/ a sense of urgency.
- Strong interpersonal skills/ability to translate technical information to lay people.
- Windows XP desktop operating system & Novell client software knowledge.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Directory Service Experience (Active Directory and e-Directory) is a plus.
- Lotus Notes, ShoreTel VoIP, & BlackBerry devices exp. is a plus.
- Experience using remote support and ZENworks is a plus.

Aleris offers a competitive base salary and an attractive benefits program which includes: Medical, Dental, Drug, Vision, 401 (k) Plan, Life, AD&D, LTD. Our Beachwood Headquarters are conveniently located just off of 271 and Chagrin Blvd in Beachwood, Ohio across from Lake Point Pond.

To apply, send your resume and cover letter with salary expectations to [recruiter@aleris.com](mailto:recruiter@aleris.com). Please place your name and "Desktop Support Analyst" in the subject line of your e-mail. For more information, visit [www.aleris.com](http://www.aleris.com). Aleris is an equal opportunity employer and supports diversity in the workplace. PLEASE, NO AGENCY CALLS!