Job Description

<table>
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<tr>
<th>Job title</th>
<th>Help Desk Support Analyst</th>
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<td>Reports to</td>
<td>IT Manager</td>
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**Job purpose**

The Help Desk Support Analyst should posses a strong understanding of setting up of new users with our various applications, excellent communication skills and a drive to constantly stay up-to-date on the latest and greatest evolution in the computers and technology fields. Here at Bergen Logistics we recognize talented people and are looking to build a team of the best of the best. As our Help Desk Support Analyst, you will help in the efficiency of communication within our organization.

**Duties and responsibilities**

- New user setup (applications below)
- Help Desk support -- monitor and track external tickets
- Tech Support level 1
- Windows Server
- Monitoring various applications (see below)
- Software license management
- New software deployment
- Asset management
- Equipment maintenance (RF, printer, PC, etc.)
- DVR systems
- Capable of running cat5e wiring
- EDI

**Applications:**

- Google Apps
- PC/Mac
- Microsoft office

**Hardware:**

- Window Desktop (xp,win7)
- Motorola WT4090 Hand Scanners
- Zebra 450 printers
- Zebra 140Xi RFID printer
- Symbol Scanners LS 4278
Qualifications

- Four-year college degree or equivalent work experience
- Minimum of 2-4 years of related experience
- Strong customer service skills
- Strong communication and interpersonal skills, both verbal and written
- Excellent problem solving abilities and analytical skills
- Ability to work in a team environment
- Excellent organizational skills and ability to prioritize workload
- Ability to multi-task, work under stress and meet deadlines

About Us

Bergen Logistics is a leading fashion logistics provider and is on the forefront of advanced technology solutions, differentiating us from our competitors. Our journey began by providing order fulfillment, warehousing & distribution, and pick & pack services for high-end fashion clients in RTW, outerwear, sportswear, dresses, footwear, handbags and accessories. While we began, and continue to grow in, the niche of fashion logistics, we are also expanding into other areas such as media fulfillment, home furnishing fulfillment, and more! With our garment-on-hanger (GOH) speed-rail, bombay sorter, and auto conveyor, we are able to process orders quickly and efficiently for the traditional B to B distribution as well as for e-commerce order fulfillment. Additionally, our clients are able to take advantage of our web-based warehouse management system, REX11, to view pick ticket status, receivings, and inventory levels. Although we lead with technology, our clients never lose that human touch with a fully staffed customer service department in each facility.