



Help-Desk Responsibilities

What do dealers require & what do they pay?

Compiled by: Brent Hoskins, Office Technology Magazine

Following are two related questions submitted by dealer members as part of BTA's Dealers Helping Dealers resource, and many of the answers received. These answers and many others can be found in the members-only section of the BTA website. Visit www.bta.org/DealersHelpingDealers. You will need your username and password to access this member resource.



What are the responsibilities for personnel serving in a help desk/analyst position at your dealership? (You may have a different but similar title for this employee.) A related question submitted by another dealer: What compensation are you paying an entry-level help-desk software technician?

"We don't have a dedicated help-desk position. Service technicians use remote sessions to resolve most of the issues related to print, scan-to-email, connectivity, etc. Note: We only offer this service to support our devices."

Michael DelBorrello, owner

Cyan Sky Copier Technologies, Schnecksville, Pennsylvania

"We do not have a dedicated help-desk person. Our entire IT team takes help-desk tickets. Our least experienced IT support person is only permitted to do Level 1 triage calls and then escalates as needed. Pay here in metro New York City for this position is \$22 per hour."

Wayne Piskin, vice president

CCP Solutions, Farmingdale, New York

"We use our entry-level help-desk software technicians to field copier/MFP calls also. This creates many phone fixes that reduce the number of field calls."

Les Harris, vice president of sales

UTECH, Ann Arbor, Michigan

"They [help-desk employees] will handle print and scan issues for our customers and techs. They assist with user questions and assist in part number lookups on certain occasions. They can also clear service calls."

Stephen Valenta, president/owner

OFFIX LC, Gainesville, Virginia

"Remote serviceability, hardware connectivity, and responsibilities that go beyond parts and a screwdriver; \$40,000 to \$50,000."

Mitchell Mawby, vice president of sales

Professional Business Systems Inc.

Rogers, Arkansas

"We utilize all our techs to work the help desk on a rotating schedule. This way, no person is saddled with working the desk daily."

Sam Stone, president

Stone's Office Equipment, Richmond, Virginia

"Our help-desk [employees] cover initial triage for service calls, driver support and some software support. They do site surveys for sales and we compensate them for each site survey. They help with meters as well. They are paid salary and it depends on capabilities. A starter would be about \$17 per hour."

Nick Lioce, president

The Lioce Group, Huntsville, Alabama

"Level 1 entry IT software help here is anywhere between \$40,000 to \$50,000 per year."

Rick Salcedo, president & CEO

KDI Office Technology, Aston, Pennsylvania

"We only have a help desk for our MNS department. That is usually a Tier 1 technician and we pay in the mid-\$40,000s."

Tim Renegar, president

Kelly Office Solutions, Winston-Salem, North Carolina

"The help desk performs first-level problem identification and potential fix. We have not hired any new help-desk personnel."

Tom Minuti, president

Copy Products, Upper Darby, Pennsylvania

Do you have a question for your fellow dealers? If so, email it to brent@bta.org with the subject line: "Dealers Helping Dealers." BTA will then share your question with the full dealer membership with a request for guidance from your fellow dealers. ■

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