

Job Posting: Desktop Support Technician

We are seeking an experienced Level I-II Support Technician with a positive attitude and work ethic who strives to create a great end user experience. If you are looking for an opportunity to grow your knowledge and skills in a stable environment, this could be the perfect role for you.

As a Technical Support Technician, you'll report directly to the Information Technology Infrastructure Manager, working together to design, deploy and support systems and solutions that drive efficiency and improve the end-user experience. You will be tasked with handling operational tasks as well as providing technical support. Responsibilities will include, but not be limited to:

RESPONSIBILITIES:

- Diagnosing hardware and software problems on end-user PC workstations/lap-top computers, tablets, handheld devices, scanners, and printers. Responsible for performing basic PC/Laptop/Printer imaging, deployments, troubleshooting, repair, and upgrades. Coordinate with external repair service agencies as required.
- Perform basic computer security functions. Create, delete, and modify network and e-mail accounts in Microsoft Active Directory, Azure Active Directory, as well as Microsoft 365; reset network passwords. Directly responsible for adhering to standards for networked computers, software, communications equipment (Level I VoIP phone support experience desirable), printers, applications, and peripherals.
- Responsible for monitoring and managing daily operational duties and keeping procedural documentation current. Responsible for tracking and managing computers, printers, phones, and peripherals.
- Monitor console(s) or terminal, storage devices and printers and reports problems or variances. Analyze operating instructions to determine equipment settings and operating procedures.
- Take on special projects and application implementations that improve the end-user experience and cyber security.
- Periodically provide technical support and application training to end-users as required.

REQUIREMENTS:

- 1-2 years of successful work experience as an entry-level help desk technician or equivalent in a Microsoft Windows environment.

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- Familiar with monitoring Microsoft-based computer and server systems (Office 365, Exchange online) and performing basic system troubleshooting in accordance with established standard operating procedures (SOPs).
- Experience with Microsoft 365, Intune, Azure based patching deployments, and remote monitoring and management systems such as N-Central/N-Able, ManageEngine, PRTG, etc. highly desirable.
- Good communication skills and professionalism when dealing with end-user employees, management, and vendor contacts.
- Excellent organizational skills.
- Ability to exercise good judgment when prioritizing multiple competing priorities.
- A strong willingness to learn and grow professionally.
- Highly motivated in finding the most efficient and practical way of accomplishing job duties and driving positive outcomes.
- Good attention to detail with a keen sense of accuracy and quality of work.
- Should understand basic, commonly used network computing terms, concepts, practices, and procedures.
- Minimally a high school diploma and possibly an Associate degree or equivalent from a two-year college or technical school; or equivalent combination of education, certification(s) and/or experience.
- The Computer Operator/ Help Desk Support Technician is a salaried position subject to annual performance reviews. On occasion, the position may require some overtime, as necessary, to meet deadlines or complete special projects.

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We offer a competitive compensation package including:

- Salary plus holiday bonus.
- Full medical, dental, vision and disability benefits.
- Pension plan and severance pay benefits.

Must be drug and nicotine-free.

Please send resume with salary history.