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Monday March 8, 2021

Tier 1 HelpDesk Technician

General Description

This role will provide onsite and remote support from clients requesting technical assistance. A successful team member will be able to verify accuracy of all information, document such information, and provide technical support to resolve client issues.

Experience Desired

2 years' experience in an IT and Customer Service-related position.

Experience at a Managed IT Service Provider or other outsourced IT firm highly desired.

Skills Desired

Having worked within an issue tracking (Ticketing) system in the past. Experience with ConnectWise Manage a strong plus.

Can troubleshoot these technologies from an administrative, end-user impact level:

- Microsoft Applications including Office, M365,
- Client/Server/Internet DNS
- Client/Server File sharing
- Virus troubleshooting and remediation
- Microsoft Windows 10
- Changing Passwords and moving objects in Active Directory

Has these required habits:

- Ability to relate to clients and speak to non-technical end users
- Ability to remain calm under pressure
- Great writing skills for end-user communication as well as documentation of actions
- Being willing to follow written process
- Understand basic troubleshooting (cause/effect, following-the-chain) when there is no process
- Team player, ready to dive into a diverse team of talented people

