

## Service Desk Technician

The Service Desk Technician is responsible for handling first level support of service requests in a professional and timely manner. Detail-oriented and disciplined, the Service Desk Technician is focused on all technology, including: workstations, servers, printers, networks, and vendor specific hardware and software. The ideal candidate is a great communicator and able to translate technical knowledge into actionable direction. Candidate must be able to retain information, provide creative solutions, and quickly adapt to changing situations. The Service Desk Technician reports directly to the Service Manager and is a part of the Service and Support department.

### Basic Functions:

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Support of disaster recovery solutions.
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Basic remote access solution implementation and support: VPN and Terminal Services.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- System documentation maintenance and review in Management System.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.

### Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Work with the Service Desk Dispatcher to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently.
- Escalate service requests that require engineer level support.
- Responsible for entering time and expenses in Management System as they occur.
- Understand processes in Management System by completing assigned training materials and blueprints.
- Enter all work as service tickets in Management System.
- Detailed documenting of "resolutions" in the Management System knowledge base.

### Skills and Qualifications:

- One or more years of IT or related experience.
- Professional IT Certifications CompTIA IT Fundamentals, CompTIA A+ is preferred but not required.
- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Extensive research and troubleshooting skills.

**Benefits:**

- Competitive hourly wages based on experience and qualifications.
  - Performance based incentives.
  - Vacations and holidays.
  - Full on the job training & support.
  - Fun working environment and culture.
  - Great opportunity for advancement.
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Only local candidates need apply.

*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*