

Service Desk Technician

We are a growing IT company in Northwest OH looking to add a Service Desk Technician to our team!

Since 2010, dotnet technologies has been servicing businesses throughout Northwest Ohio with quality Managed IT Solutions. At dotnet technologies, you will enjoy working in a fast-paced, small company environment where you are a valued member of our team.

The Service Desk Technician provides excellent customer service by supporting a wide range of technical and network solutions. Serving as the initial point of contact, the ideal candidate is a great communicator with technical knowledge and a positive attitude. Candidate must be able to problem solve, provide creative solutions, and quickly adapt to changing situations.

Basic Functions:

- IT Support for Microsoft's core business applications and operating systems.
- 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.
- Run diagnostics to resolve customer reported issues
- Monitor the service board and respond to tickets in a timely manner, escalating issues as needed
- Enter all work as service tickets in Management System, including documentation of resolutions.
- Provide excellent customer service, excellent written and verbal communication skills

Skills and Qualifications:

- 1+ years of IT or related experience.
- Driver's license and reliable transportation
- Professional IT Certifications such as: Microsoft MCSA, or CompTIA A+, CompTIA Network+, preferred but not required
- Working knowledge of operating systems, business applications, printing systems, and network systems.
- Ability to prioritize, multi-task, and meet deadlines.

Benefits:

- Competitive hourly wages based on experience and qualifications.
- Health insurance
- 401(k) matching
- Paid time off and holidays.
- Full on the job training & support.
- Fun work environment and culture in a newly renovated, small town office
- Great opportunity for advancement in a growing business

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.