Job Description

Desktop Services Technician

Position Summary:

The Desktop Services Technician will maintain and supporting the company's computer system which includes managing, installing, and upgrading the company's desktop computers, mobile devices, printers and other peripheries. The Desktop Services Technician is also responsible for ensuring all incoming service and support requests are handled promptly and escalated correctly.

Responsibilities:

- Provides phone support for employees In-house and remote.
- Answer Help Desk tickets and Live Chat inquiries.
- Escalates or flags tickets and calls to Level II, III, or Supervisor when necessary.
- Utilizes Level II security access to Account Management System (PTS) to assist customers.
- Implement, install, configure, monitor, trouble shoot, and evaluate existing and new operating systems.
- Maintain Domain access to new hires/terminations.
- Responds to voicemails in a timely manner and document all help desk tickets and answered calls accordingly.
- Responsible for hardware set up, troubleshooting and imaging
- Responsible to prepare equipment for shipping and document inventory changes.
- Performs miscellaneous job-related duties as assigned.

Knowledge and Skills:

- Clear and effective oral and written communication skills.
- Knowledge of customer service principles, techniques, systems and standards.
- Ability to work in a team environment and independently with minimal supervision.
- Knowledge and understanding of operating principles, practices, and procedures within IT.
- Previous Desktop Support experience
- Ability to work productively and efficiently to meet deadlines and quotas.
- Ability to provide email configuration settings for outlook, smartphone devices and other common email providers.

- MS. Office Skills-Above Average, i.e. (Word, Excel, Outlook).
- Strong knowledge of internet browsers such as Chrome, Firefox, Opera, Safari, and MS Edge.
- Familiarity with file transfers via the internet (FTP/SFTP).
- Knowledge of IP connection troubleshooting
- Familiarity with Protocols (HTTP, FTP, SSH, SSL, POP3, IMAP, SMTP).
- Advanced knowledge of Windows 10 operating system
- Basic knowledge of IOS and Android operating system

Experience and Education:

- High School Degree or equivalent related experience required.
- Strong background IT systems including MS Windows, IOS and Android.
- 1 years experience supporting end users by providing technical assistance and resolving technical issues for all known operating systems.
- 1 Years experience troubleshooting network, server, and operating systems.
- Proven ability to exemplify professionalism at all times with excellent customer service skills.
- Strong computer skills with the ability to learn new software quickly.

Physical requirements:

- **Sedentary Work**. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- **Visual Acuity**. Required to have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing computer terminal, extensive reading.
- **Reaching**. Extending hand(s) and arm(s) in any direction
- **Fingering**. Picking, pinching typing or otherwise working primarily with fingers rather than with whole hands
- **Repetitive Motion**. Substantial movements (motions) of the wrist, hands and/or fingers.
- **Talking**. Expressing or exchanging ideas by means of the spoken work. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Department: Information Technology

Reports to: Director of ITSM

FLSA Status: Hourly

Position Level: Staff