

Tier 1 Helpdesk Tech - Job Description

Summary/Objective:

The tier 1 helpdesk tech will assist in day-to-day operational IT and end user support and maintenance. The end user support includes, but is not limited to account and device management, hardware assembly, end user device deployment & decommissioning, basic hardware replacement, rack & stack of equipment, desk side, phone and remote support, IT asset management & tracking, physical auditing, engineer assistance, and other like tasks.

Essential Functions:

- A positive attitude and the ability to remain calm and professional in stressful situations.
- A willingness to provide a high level of customer service, while working within department and company guidelines.
- Provide support to all users in addition to IT Department via phone, remote and at-desk troubleshooting.
- Resolve issues or escalate them in a timely manner.
- Work with Tier 2 & Tier 3/IT Director
- Manage time and tasks associated to assigned projects and meet target dates.
- Accurately document and communicate issues with all vested parties.
- Manage, update, and utilize help desk ticketing system
- Perform approved hardware and software maintenance on devices.
- Stay current with knowledge of related technologies, designs, methods, and trends.
- Provide extended coverage when business needs require.
- Other duties as assigned.

Preferred Skills/Knowledge:

- A successful candidate must be skilled with the following types of hardware, software, and network protocols.
- Workstations, laptops, printers, and smart phones.
- Familiarity with current Microsoft Office suite / Microsoft 365
- General understanding of the following:
 - Active Directory
 - Network Switches
 - Network printing
 - email security / SPAM filtering
 - firewall management
 - endpoint management
 - network monitoring tools
 - IP Phone Management
 - remote access / virtual private networking (VPN)
 - Familiarity with Android / iOS devices
 - Familiarity with wireless networks

Salary:

- Starting at \$41,772