

HELP DESK SUPPORT TECHNICIAN

Position Description:

The Service Desk Technician is responsible for handling first level support of service requests. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

Primary Responsibilities:

- IT Support relating to technical issues involving 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, Terminal Services, and Citrix
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- System documentation maintenance and review in Hodgson Consulting Ticketing System
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Maintain accuracy of client records

Requirements:

- Advanced understanding of operating systems, business applications, printing systems, and network systems
- Comptia A+ or equivalent experience required
- Comptia Network+, Security+, and Microsoft certifications, a plus
- 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
- Understanding of support tools, techniques, and how technology is used to provide IT 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
- Valid Driver's License and Proof of Insurance required
- Lifting and transporting of moderately heavy objects, such as computers and peripherals

To apply, send resume to:

info@hodgsonconsulting.com