

Help Desk Support Technician (Westlake)

Compensation: \$15-\$18/hour BOE + Paid Time Off + Bonus + Health Insurance Contribution

employment type: **full-time**

Position Summary

Help Desk Support Technician responsible for maintenance, monitoring, and remote support of customer's networks. Provides assistance to customers via telephone and remote support. Repairs and upgrades workstations brought in from the field. Prepares new equipment for delivery to customer.

Duties and Responsibilities:

80% of the time on the job is

- Answer calls from customers and provide assistance using troubleshooting skills until problems are resolved. Service requests must be handled within the Ticket Response Priority Chart.

20% of the time on the job is

- Monitor Customer Networks, Servers, Backups, Websites, and Phones
- Respond to Client Tickets and Alerts via Service Database
- Add, modify, remove customer accounts on websites, offsite backups, phone systems, VPNs and FTP servers
- Facilitate warranty replacement parts for customer equipment
- Research new methodologies, products to better serve customers
- Document daily job procedures and maintain detailed records of customer networks
- Make recommendations to other company team members solving problems and irregularities in work requirements
- Maintain a clean, organized work area
- Actively participate in personal and professional development and maintain knowledge of current and new technologies that the company offers
- Comply with company policies, as well as health and safety issues
- Promotes a team environment
- Other duties as required or assigned

Accountability:

Reports to Owner of company. Accountable to other management team members, employees, and customers of the company.

Knowledge, Skills and Abilities:

- ABILITY TO MANAGE MULTIPLE TASKS SIMULTANEOUSLY AND ADJUST TO SHIFTING PRIORITIES
- EXCELLENT CUSTOMER SERVICE SKILLS
- EXCELLENT TROUBLESHOOTING SKILLS
- Possess a strong sense of urgency.
- Expert knowledge of Microsoft XP, Vista, 7, 8, 10 Operating Systems.
- Working knowledge of Microsoft Windows Server Operating Systems.
- Excellent knowledge of networking, including wireless and IP Printing.
- Ability to research solutions to unsolved problems.
- Demonstrated knowledge of proper phone etiquette.

Education and Experience:

- Requires high school diploma or equivalent.
- 1+ years related experience in IT Support required
- Microsoft Certifications preferred

Working Environment:

- Minimal travel is required.
- Job takes place in normal office setting with no hazardous environmental or physical conditions. The job requires light lifting (<50 pounds), bending, and standing.
- Job is largely (75% plus) sedentary, requiring prolonged sitting and viewing of computer monitor, use of telephone, ability to communicate both verbally and in written format.
- Requires normal dexterity, strength, coordination, vision (including the ability to read a computer screen), and hearing inherent in the office work.