



Job Title: Service Desk Technician
Reports to: Service Manager

Position: Level 1
Department: Service and Support

Job Description:

The Service Desk Level 1 Technician is responsible for handling first level support of service requests in a professional and timely manner. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

Basic Functions:

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Support of disaster recovery solutions.
- Basic technical support at the network level: WAN and LAN connectivity, switches, and cabling.
- 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 our ticketing system.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Work with the Service Desk Dispatcher to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently.
- Escalate service requests that require Tier 2 or 3 engineer level support.
- Responsible for entering time and expenses in our ticketing system as they occur.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Enter all work as service tickets in our ticketing system.

Knowledge, Skills, and/or Abilities Required:

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Understanding of operating systems, business applications, printing systems, and network systems.
- 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.
- Technical awareness: ability to match resources to technical issues appropriately.



- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide 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.

Educational/Vocational/Previous Experience Recommendations:

- 1+ year of IT or related experience.
- Client server user
- Networking environment
- Business office environment

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Paid vacation and personal days.
- Performance based incentives.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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.