Help Desk Engineer for Managed Services Firm, Tier 2 or 3 (Full (, USD)

Location   **Washington**
https://www.genclassifieds.com/x-680089-z

   Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Requires 3 or more years of experience in the field of support, help desk or computer technician role. Has knowledge of commonly-used concepts, practices, and procedures within the support or help desk field. Relies on instructions and pre-established guidelines to perform job functions. Works under immediate supervision of client services manager. Primary job functions include answering main help desk phone line and assisting customer with pc and or other computer equipment related questions, creating and assigning tickets in the help desk ticketing system, working with other help desk team members and/or supervisor with project related tasks such as email migrations, new system deployments, network surveying and or troubleshooting outages, new VOIP phone installations, onboarding new customers with pertinent software packages (RMM software, Antivirus or productivity software suites), driving to client sites to assist in troubleshooting a ticket issue or spending the assigned support day onsite as "in-house" help desk personnel, participate in some after-hours or weekend project work and/or troubleshooting emergency issue tickets.

 Qualifications:
 - Undergrad College Degree Required
 - Must be organized
 - Ability to multitask
 - Good customer service skills and demeanor with clients
 - Professional attitude
 - Punctuality is a must
 - Ability to work with others as a team and communicate effectively
 - Able to effectively coordinate time and tasks
 - Ability to work alone and with limited instruction and to self-manage time accordingly
 - Professional and pleasant phone skills
 - Reliable transportation and so

 Requirements:

 - Typing skills, 40-45+ wpm
 - 1 to 2 years prior experience minimum working in a help desk or computer technician role
 - A+ certification, or other relevant certification (Net + CCNA)
 - Experienced with Windows 7 built in system state image/clone function for the purposes of backing up and or restoring a Windows PC to a prior state or operating level
 - Experience working with Microsoft Server and Windows desktop software (Windows Server 2008/2012 operating systems, Windows XP/7/8). Some experience working with Windows 8 is a plus
 - Prior knowledge with Microsoft Exchange server and creating new mailbox accounts and managing mailbox accounts, external mailbox contacts and email distribution

lists.
 - Knowledge of Powershell is a plus, though not required
 - Some experience with Mac or Apple products a plus, but not required
 - Knowledge or experience using a RMM (Remote Management and Monitoring) platform or other management product. Specific experience working with Labtech RMM platform a plus
 - Experience with working within a business management/CRM/help desk ticketing system to address customer issues or requests, assigning or escalating tickets to the appropriate resources. Specific experience working with Autotask
 - Experience working with Android OS, Apple iOS, or Blackberry smart devices. Experience setting up mailbox accounts and troubleshooting smart phone device issues is a plus
 - Experience with Microsoft Office 365 preferred but not required

 Misc Information
 This position is not metro accessible so candidate must have own transportation for travel to various client sites and also to the corporate office. Our firm offers a competitive salary and benefits package. Must be a current US citizen, be able to pass a background check with references. Immediate start date available. Benefits include paid vacation, flexible schedule, telework on certain days, health insurance, performance bonuses and more.

 Salary Range
 Salary commensurate with experience.

 To apply for this position, please send your resume in .doc, .docx or .PDF format, include a cover letter and three current references. Submissions without the requested information will not be reviewed.