

IT HelpDesk Technician

The IT Helpdesk Technician supports processes, software, and hardware for the company. Will collaborate with all internal departments at every level. Will Install and configure workstations and laptops. The ideal candidate communicates at a high level and advocates on behalf of their internal customers. Candidate will be able to prioritize projects and issues assigned. Will work with the IT Manager and the team supporting multiple locations through remote support.

Responsibilities

- Install and configure hardware and software components
- Repair or replace damaged hardware
- Upgrade systems to enable compatible software
- Install and upgrade antivirus software
- Install and upgrade intrusion detection software
- Troubleshoot hardware and software issues
- Support Office 365 user moves, add, changes
- Monitor phishing reports and act accordingly
- Support an email filter block and allow list
- Document inventory changes
- Maintain and monitor the IMS ticketing system
- Report all issues into the ticketing system
- Escalate tasks / projects to approved vendors and consultants
- Will support every site within the company through Zoom and other remote software
- Support an environment with an identity source rooted in Microsoft ADFS

Preferred Qualifications:

- 2 or 4 year degree in Computer Science, Technology, Information Systems or an applicable area of study
- At least 1 – 3 years of helpdesk experience
- CompTIA IT Fundamentals+ (ITF+)
- Comp TIA A+
- CompTIA Network+
- CompTIA Security+
- Microsoft Technology Associate (MTA)
- Microsoft Certified Solutions Associate (MCSA)