## IT Helpdesk Technician

We’re looking for an IT help desk guru to provide internal support for employees and contractors. Candidates should have a mix of technical and customer service skills, and be passionate about technology and helping people. We support both Macs and PCs, BYOD, printer, faxes, copiers, etc.

**Basic Function/Responsibilities:**

* Handle Tier 1 help desk escalations through tickets or phone
* Follow up on outstanding requests and ensure timely resolution
* Create accounts and configure hardware as part of on-boarding process
* Support audio and video equipment in conference rooms
* Manage and monitor internal assets to ensure accurate inventory records
* Other duties may be added and/or assigned as needed

**Required Experience:**

* Windows 7, Mac OS X
* Google Collaboration Apps and Office 365
* Active Directory maintenance and Exchange 2007 & 2010
* Mac and PC hardware
* Printers, scanners, computer peripherals
* Mobile devices (iOS, Android)
* Avaya phone system
* Client PC connectivity - ethernet, TCP/IP and VPN
* File server knowledge
* McAfee Products - security, laptop encryption and backup
* Experience with Ghost, BigFix, and McAfee desktop security products
* Strong customer service and troubleshooting skills
* Ability to communicate technical information, both verbal and written, to a wide range of end-users
* 2 years+ experience working in a Windows/Mac environment

**Preferred Experience:**

* An Associate’s degree or Bachelor’s degree is preferred, not required
* Previous experience working in a SOX environment a plus
* Preference will be given to candidates with training, experience or certification in IT or networking, and previous help desk or call center experience