

**IT Help Desk Support Technician**

**TITLE JOB 1**

**\$31,200-33,280 a year**

**SALARY JOB 1**

The IT Help Desk Support person will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal support of the Company's PCs, printers, servers, and related equipment.

- Handle Tier 1 help desk escalations through tickets
- Follow up with request in a timely manner
- Support and set up audio and video equipment
- Assist guests with phones and other electronic devices
- Experience with wireless routers
- Troubleshoot copiers, printers and other office devices
- Experience in various software
- Train users on various programs
- Update machines, add/remove users, and other projects as identified

**DESCRIPTION JOB 1**

Job Type: Full-time Salary: \$31,200-33280/year Experience IT Support: 3 years (Preferred)

**IT Help Desk Technician**

**TITLE JOB 2**

**\$65,000 - \$85,000 a year**

**SALARY JOB 2**

The IT Helpdesk Technician is responsible for addressing client issues and solving them by re-provisioning the current solution, implementation of new software and/or equipment and through client training. This position includes, but is not limited to the following tasks and duties.

- Manage assigned customer support tickets
- Promptly reply to customers
- Quickly triage customer issues
- Develop remediation plans
- Provide a solution with thorough documentation
- Provide technical consulting to customers via telephone/email/on-line meetings.
- Be able to explain complex technical concepts, both at high and low levels
- Must have the ability to comprehend complex instructions and deliver the assigned solution.
- Create and assist in the maintenance of customer network documentation.

**DESCRIPTION JOB 2**

**Technical Skills**

**ONLY THE SALARIES WERE DIFFERENT UP TO HERE -**

We are seeking an individual that can contribute as well as execute.

- Expertise with Microsoft Products
- Active Directory

- Group Policy
- Office 365
- Azure
- Exchange Server
- MS SQL Server
- Strong skills in networking
- Able to configure Routers, Firewalls and VPN
- Able to configure L2 switches
- Enterprise Security and Network Management
- Power Shell/WMI
- SNMP
- Batch file and Shell scripting
- Capable of implementing and troubleshooting VoIP
- Able to design build and implement server hardware
- Expert understanding of Virtualization
- Hyper-V
- VMWare
- Strong in DNS, DHCP and other core networking protocols
- Strong skills in Email transport and Filtering technologies

SOC CODE HELP DESK TECHNICIAN SUMMARY  
<https://www.onetonline.org/link/summary/15-1151.00>

#### Additional Skills Desired

- Microsoft Certifications
- Cisco Certifications
- 5+ years of related experience
- ConnectWise PSA
- Labtech MMS
- Labtech scripting
- Report Writing
- A programming language (VB, C#, Java)
- VBA/Excel/Access
- SQL
- Inventory Management
- Procurement
- Inside Sales
- Sales
- Product development
- Contract Management
- Technology Trainer
- Web development
- Graphics Design

THE MAJORITY OF THESE *TECHNICAL & ADDITIONAL SKILLS* ARE OUTSIDE THE SCOPE OF THE SOC CODE JOB DESCRIPTION FOR A HELP DESK TECHNICIAN

THESE SKILLS ARE INCLUDED IN *OTHER, HIGHER PAYING SOC CODE* JOB DESCRIPTIONS