

Client Support Technician

Rochester, NY



Job Description

IV4 is an IT services and consulting company with offices in Syracuse and Rochester, New York. Our business is growing and to serve our customers in the best possible manner, IV4 is looking to hire highly qualified, motivated, hard working professionals. IV4 sales and consulting works with clients to design the best solution to fit the business need. Technical staff works with clients remotely to support IT environments of all sizes. Ongoing training and professional certifications are part of the job requirements.

Currently, we are seeking qualified individuals to work as a Client Support Technician in our Rochester office. This position requires experience assisting clients with desktop issues, network troubleshooting and network administration. The candidate must also demonstrate superior customer service and communication skills. References will be requested and a technical skills assessment will be required.

Responsibilities

Client Support – First Level

- Phone tree participation
- Maintain pro-active customer communication
- PC hardware/software troubleshooting
- Server hardware/software troubleshooting
- Network troubleshooting
- Server and PC administration
- Application support, i.e. MS Office
- Malware remediation
- Backup Troubleshooting
- VPN/Remote Workplace Connections setup/troubleshooting
- Tasks as assigned related to the core competencies and values of the business

Bench Work

- Initial PC Setup and PC imaging
- Configure/Troubleshoot PCs

Monitor and Coordinate managed services

- Receive tickets triggered by event monitoring
- Review, triage, resolve, and escalate tickets

Submit records (timesheets, tickets, reports, etc.) in a timely manner

Skill Sets Required

- Experience in basic troubleshooting and ticket handling
- Adherence to SLA (Service Level Agreement) standards
- Creativity and ingenuity
- Strong attention to details
- Excellent communication skills (written and verbal)
- Team player, motivated, and dependable
- Good multi-tasking, organization, and prioritization skills
- Desire to learn
- Microsoft Windows desktop experience (Windows 7 & higher)
- Microsoft Server experience (Server 2008 & higher)
- Microsoft Office experience (Office 2010 & higher, Office 365)
- Mobile Device Support related to Email access only (iOS/Android)
- Antivirus and anti-spyware applications

Education/Experience Required

1-3 years of broad IT experience

BS/BA in a technical discipline. Consideration will be given to equivalent combination of education and experience

Industry certifications a plus

Work Requirements

This position requires that the employee be in the office during the full work week.

This position requires the employee have dependable transportation to and from work.

This position requires the employee be regularly required to participate (actively or passively) in phone calls for extended durations.

This position requires that the employee can clearly provide instruction, both written and verbal, in English to customer via phone and email.