



Job Title: Information Technologies (IT) Helpdesk Technician

Summary: The IT Helpdesk Technician role is to ensure the stable operation of the in-house computer hardware, software, printing, systems and network connections for 3 growing companies. This individual will analyze and resolve end user software problems and connectivity issues in a timely and accurate fashion and provides end user training where required. This covers PCs and MACs. This position reports to the IT System Admin.

Essential Duties and Responsibilities:

- Manages and administrates all desktop systems and corresponding software, including printers.
- Oversees installation, configuration, maintenance, and troubleshooting of user's PC and MACs for 3 different businesses.
- Performs hands-on fixes at the desktop level, including installing hardware, software, implementing file backups, virus software, and configuring systems and applications for both PCs and MACs.
- Provides technical support and handles helpdesk tickets submitted from end users.
- Provides on-call technical support.
- Maintains a list of all assets, owners, including hardware and software, and keeps this up to date weekly.
- Monitors all systems for performs and recommends upgrades.
- Tests, fixes and performs post-resolution follow-ups to ensure problems have been adequately resolved.
- Administers and maintains end user accounts, permissions and access rights via Active Directory.
- Performs inventory, creates technical specifications & documentation as needed.
- Performs preventative maintenance, including the installation of service packs, patches, hot fixes, and anti-virus software.
- Configures and troubleshoots WebEx meetings and other software meetings.
- Maintains AV in all conference rooms in multiple locations; trains on AV projector connectivity, and helps when necessary.

Requirements and Qualifications:

- Bachelor's degree in the field of Computer Science or an Associate's degree with 3-4 years related experience.
- Must be highly motivated, able to work with high energy, and have a positive attitude.
- Customer-oriented mindset with extensive customer service skills.
- Ability to learn quickly and adapt to an ever-changing environment.
- Background in advanced hardware and software troubleshooting skills required.
- Experienced in troubleshooting principles/methodologies & issue resolution techniques.
- Must have experience working with PCs and MACs OS, working knowledge of iPhone/iPad and Android phone/tablets helpful.
- Required experience with Microsoft Windows & Microsoft Office applications including Office365, Windows server platforms, and Active Directory.
- Required experience with MAC OS applications and software.
- Must have effective communication skills, both oral and written, with internal coworkers, and management of all levels.
- Must be able to develop technical documentation for training end user procedures.
- Occasionally lifts and/or moves up to 30 lbs.
- Requires 8-5PM hour workday, Monday – Friday with occasional evenings or weekends; on-call basis for escalation issues at any hour.
- This is an onsite position and requires immediate response for escalations at any hour of the day or night.

This is an onsite position and requires response for supported companies.

Apply: Please email your resume to jobs@learnersedgeinc.com.