

JOB DESCRIPTION

JOB TITLE:	Junior IT Help Desk Technician
HOURS OF WORK:	40 hours per week with the opportunity for more
PAY:	\$15.00 / Hour
RESPONSIBLE TO:	Senior IT Help Desk Technicians

OVERVIEW

The number one goal of everyone in our team is to provide top tier support to our clients.

The **Junior IT Help Desk Technician** handles initial support requests for the **IT Department** that need to be handled. They then escalate the support requests that they can't handle as well as any projects that require on-site implementation to the **Senior IT Help Desk Technician**.

When help is needed the **Junior IT Help Desk Technician** can turn to a **Senior IT Help Desk Technician** for guidance and support.

RESPONSIBILITIES & TASKS

CUSTOMER SERVICE

- ✓ Receive and triage incoming service request tickets
- ✓ Work with our clients to resolve issues in a quick and friendly manner
- ✓ Assist clients through a remote support platform
- ✓ Assist clients with basic software installation and training

USE OF OUR TICKETING SYSTEM

- ✓ Use our ticketing system to work on and resolve helpdesk tickets & service requests
- ✓ Managing and recording all work through our ticketing system
- ✓ Make sure that client documentation is well maintained and up to date
- ✓ Escalate tickets to Senior IT Help Desk Technician after fixed time range
- ✓ Make sure that tickets are followed up on in a timely manner

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FIELD WORK

- ✓ From time to time the Senior IT Help Desk Technicians will need additional resources to help deliver and complete projects on-site.

COMMUNICATION, REPORTING & RISK

- ✓ Create and maintain documentation for all client related processes
- ✓ Escalate tickets that require Senior IT Help Desk Technician support
- ✓ Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue
- ✓ Identify, communicate and mitigate potential risks to the Senior IT Help Desk Technician and clients

TEAMWORK

- ✓ Follow the schedule provided by the dispatcher
- ✓ Follow Standard Operating Procedures (SOPs) for daily / weekly recurring tasks
- ✓ Follow all our security procedures and keeping a vigilant eye for security issues
- ✓ Identify opportunities for improvement and make constructive suggestions for change
- ✓ Contribute to the process of innovative change effectively
- ✓ Undertake other duties as required by the Senior IT Help Desk Technician, Director of IT, or COO

SKILLS AND ATTRIBUTES

DESIRED

- ✓ A love of (and ability to) solve problems & challenges
- ✓ Great communications skills, based in being a good listener
- ✓ Understanding of support tools, techniques and how technology is used to provide services
- ✓ Understanding of operating systems, business applications, printing systems and network systems
- ✓ Diagnosis skills of technical issues related of end-user hardware & software and network devices
- ✓ Experience installing and maintaining networking and VoIP equipment
- ✓ Experience and knowledge of working with the Microsoft 365 Platform
- ✓ Experience in clean workstation installations (tidy cable management for end-user devices, such as computers, monitors, printers, etc.)
- ✓ Experience working with vendors for expedited troubleshooting of hardware and software systems
- ✓ Must have decent typing skills
- ✓ Must be able to maintain phone etiquette while delivering support

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- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Basic knowledge of IT applications, software & hardware
- ✓ The ability to translate technical information to non-technical clients
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Driver's License with a clean driving record
- ✓ A clean drug screening prior to employment and adherence to drug policy
- ✓ The ability to keep up with & adapt to the fast-paced IT world
- ✓ Spanish professional working proficiency is a huge value add

NICE TO HAVE

- ✓ Experience using a Ticketing system / RMM Tool and PSA software
- ✓ Experience providing support via remote tools
- ✓ Experience handling technical service tickets
- ✓ Experience and understanding of structured cabling (tidy cable management is a *must*)
- ✓ Experience working either on a helpdesk or for a Managed Service Provider (MSP) / IT Support Business.

PERKS

- Health / Dental *and* Vision available
- An easy-going environment and culture
- Tight-knit team
- Company assigned laptop and phone
- Service Vehicle provided for on-site work
- Introduction and experience with a multitude of environments, hardware, software, and other IT solutions.

CAREER GROWTH

For someone looking to progress their role, the **Junior IT Help Desk Technician** naturally leads into roles such as: the **Senior IT Help Desk Technician** or **CTO** later in their career.