



Job Description

We are looking for a qualified IT Support Technician to join our team. You will be responsible for providing excellent customer service and resolving technical issues.

As IT Support Technician, you should have a solid technical background combined with customer service experience. A problem-solving attitude with an ability to achieve specific goals. Ultimately, you should be able to ensure high quality technical support and increase client satisfaction.

Responsibilities

- Monitor and escalate incidents and requests of both managed service and traditional support customers.
- Manage technical on call scheduling
- Manage service tickets assignments and scheduling
- Ensure customer service is timely and accurate
- Contribute to improving customer support by actively responding to queries and handling complaints
- Follow up with customers to identify areas of improvement
- Maintain daily, weekly, and monthly reports on help desk team's productivity

Education and Experience

Minimum Requirements:

- Bachelor's degree or equivalent industry experience.
- Exceptional communication and presentation skills.
- Three to Five years' experience with IT service desk operations.

Preferred Requirements:

- Five years' experience with IT service desk operations
- Knowledge of help desk practices and customer service tactics
- Experience with industry help desk software such as ConnectWise, LogicMonitor and Managed Workplace
- MSFT Certification – Desktop Support Technician, Technology Specialist or higher
- On Call Scheduling
- Effective personal management skills.
- Experience with Citrix, Microsoft, VMware, WatchGuard Firewall, Storage, and cloud technologies
- Knowledge or experience in company infrastructure, networking, and software systems
- Excellent written and verbal communications skills
- Team management skills