

Level 1 Help Desk Technician - Network (Remote)

OVERVIEW

We are currently seeking a Network Help Desk technician to start immediate and work remotely on a full-time basis for supporting multiple clients based out in the US.

JOB SNAPSHOT

Employment Type:	Full-Time consulting role
Base Pay:	To Be Determined (depending upon experience)
Other Pay:	No
Industry:	Computer Software, Computer Hardware
Education:	3 or 4 year degree
Experience:	Direct experience in a help desk environment
Manages Others:	No
Relocation:	No
Required Travel:	No

JOB RESPONSIBILITIES

The Help Desk Support Tech provides Tier 1 customer support. Will respond to requests for systems assistance via phone or electronically and, where necessary, go onsite; Document, track and monitor problems to ensure timely resolution; Diagnose and resolve IT desktop and systems issues; research questions using available information resources; advise users on appropriate action; follow standard help desk procedures; log all help desk interactions; redirect problems to appropriate resource (escalating ticket to Tier 2 as needed); identify and escalate situations requiring urgent attention; and track/route issues/requests and document resolutions.

JOB REQUIREMENTS

- Onsite client experience required
- MS Office Suite (Word, Excel, Powerpoint, Outlook) experience required
- Cisco Certified Network Administrator or above required
- Familiarity with major network switch platforms including Cisco required
- Familiarity with major firewall platforms including Cisco, SonicWall required
- Familiarity with VPN technology, setup and management required
- Microsoft certifications a plus
- Experience with Active Directory, Domain Controllers and Virtualization a plus
- Strong communication and interpersonal skills
- The ability to work well in a team atmosphere and remotely
- A passion for technology and desire to learn

Compensation is highly competitive

Keywords: Tier 1, Help Desk I, Help Desk 1, help desk, help desk support, help desk tech, PC support, tech support, technical support, IT support, IT customer support, customer support, customer service