

Desktop Support / Help Desk Specialist

The level 1 Desktop Support Technician's role is to support and maintain organizational computer systems, desktops, and peripherals.

The ideal candidate will be proficient with Office 365 Applications including, but not limited to Microsoft Word, Excel, Outlook, Teams, SharePoint and OneDrive. Experience with Spiceworks or other ticketing systems; LogMeIn or other Remote Access Agents; Webroot or other Antivirus Solutions; GoToMeeting; and Zoom.

Knowledge of Operating Systems including Windows 10 and Windows Server 2012 – 2019, and experience with Active Directory is required.

Hardware experience with HP Printer / All in One Devices, Sharp Copiers, Ricoh Copiers, Jive VOIP phone system or other relative hardware is preferred.

Able to troubleshoot network problems, support Meraki switches, Ubiquiti Access Points and Sophos Firewalls.

The Technician will work with the IT staff and report directly to the IT Manager.