



**INFORMATION
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Job Description | Service Desk Engineer II

Hours/Week: 40

Salary: \$35,000 to \$45,000 per year based on experience and certifications.

- Company Sponsored Health Insurance
- Company Paid Life Insurance
- Paid-Time Off Program

A Day in the Life: The Service Desk Engineer II provides complex technical support to resolve problems with products and applications for ITP clients remotely. They provide customers with preventive maintenance and configuration recommendations to improve product usability, performance, and customer satisfaction. They will perform tracking and documentation by entering details of problems, status of service requests and resolutions into the company tracking system.

Scope of Activities:

- Providing second level remote support to resolve problems with products and applications by meeting customer service standards
- Answering support queries by either phone or ticketing portal
- Monitoring client infrastructure and backup alerts, working to resolve issues as they arise
- Troubleshooting Level I and II issues and tickets
- Assisting with development and maintenance of appropriate documentations
- Reviewing and resolving problematic system backups and ensuring integrity of client infrastructure
- Identifying, troubleshooting, resolving data networking related issues and/or design network solution
- Evaluating and recommending new or upgraded products to enhance the performance of the LAN/WAN
- Providing timely and accurate progress status on all ongoing support issues, with an emphasis on client satisfaction
- Mentoring and coaching Level I Service Desk Engineer staff members

Job Duties:

- Maintain a high level of customer service for all support queries
- Escalate more complex service issues to appropriate technicians and engineers
- Research, diagnose, document and resolve complex client incidents
- Log all requests and maintain full documentation into the ticketing system
- Provide responsive, professional, highly personable technical support

- Work rotating weekend schedule providing regular support
- Work a rotating weekday schedule. Examples of shifts include: 6:00 am – 3:00 pm, 8:00 am – 5:00 pm, and 9:00 am – 6:00 pm. Shifts may change based on business needs.

What You'll Need:

- Two year IT degree or related service desk or IT support experience (3-4 years).
- Technical certifications such as A+, MCSA, CCNA are preferred (up to date).
- Excellent knowledge and hands-on experience with:
 - Laptop and desktop hardware
 - Mobile devices and tablets
 - Windows desktop operating systems (Windows XP, 7 and 8)
 - Network peripherals
 - Printers
- Working knowledge of Active Directory and Windows Server 2008 and 2012
- Ability to thrive in a team-oriented environment and work seamlessly with other technicians and engineers.
- Excellent communications skills, telephone support skills and interpersonal skills.
- Strong focus on customer service.
- Reliable transportation.
- Valid driver's license.