

Successful candidates will have 2 to 4 years of helpdesk and/or desktop experience. Preferred Education: A+ Certification and Network + Certification or demonstrated equivalent. It is a diverse business process environment that requires independent critical thinking.

Responsibilities

- The Desktop Support Specialist provides day to day help desk support for the customer base of the Department of Technology and Information (DTI).
- Responsible for the execution of DTI Service Desk contact, problem, incident and request management policies and procedures.
- Responsible for the diagnosis, troubleshooting and tracking of all computer-related incidents.
- Responsible for escalating problems and incidents to designated level 2 and level 3 help desk support entities.
- Responsible for reporting incident status and system outage notifications to customers, technical staff and applicable management entities.
- Responsible for logging incidents and problem resolution activities into a computerized tracking system.
- Responsible for maintaining a robust and accurate knowledge base repository.
- Responsible for providing hands-on PC and peripheral equipment troubleshooting, repair and installation support.
- Responsible for generating help desk related performance statistics, as required.

This is a diverse business process environment that requires independent critical thinking.

- Specialists perform basic troubleshooting of network connectivity and infrastructure issues.
- Interface with outside vendors (Verizon and others) to assist in team/and customer support for field locations related to outages and telecom issues.
- Basic troubleshooting of LAN/WAN issues
- Remote troubleshooting of desktop issues
- Thorough documentation and (when necessary) escalation of all incident tickets, utilizing our Service Delivery Tool (Service Now)
- Assess, report and communicate between all parties for problem resolution (including, but not limited to, field support deployment).
- Proactive responsiveness to time sensitive issues.
- Escalate complex issues as necessary

Requirements

- Prior experience working in a technical phone support role (2 years)
- Prior experience with diagnosis, troubleshooting and tracking of computer related incidents (2 years)
- Prior experience providing hands on PC and peripheral equipment troubleshooting, repair and installation support (1 year)
- Prior experience escalating problems and incidents to designated level 2 and level 3 help desk support entities (1 year)
- Prior work interfacing with outside vendors to assist in team/and customer support for field locations related to outages and telecom issues (1 year)
- Prior experience in a role that requires customer centric focus coupled with problem solving abilities (1 year)
- Strong written and verbal communication skills
- Very strong customer service skills
- Prior experience working with a service ticketing tool (1 year)
- *Troubleshooting of basic LAN/WAN issues (1 year highly desired)*
- *Prior experience working multiple shifts (1 year desired)*