

IT Level 1 Help Desk Support Technician

Full-Time: Hybrid Role – 3 days onsite, 2 days remote

Location: Must be within 30-60 miles of South Hamilton, MA

Salary \$45k-60k, plus car and cell phone allowance

Description:

As the Level 1 Help Desk Technician you will be responsible for investigating, testing, troubleshooting, and assessing issues related to the client's computer software and hardware, including operating systems, such as Mac and Windows, document user requests and update client trouble tickets with the current status of the issue, while maintaining client communication throughout the process. You must be able to communicate effectively to understand the problem and explain its solution to non-technical users. The goal is to create value for clients that will help preserve the company's reputation and business.

Responsibilities:

- Serve as the first point of contact by providing technical assistance and support for all technology users and communicating resolution with users.
- Update and maintain the help-desk ticketing system by recording events and problems on service tickets.
- Perform troubleshooting through diagnostic techniques and determine the best solution based on the issue and details provided by the client.
- Maintain standards of desktop, laptop and tablet operating systems, applications, tools, and technologies.
- Perform hardware and software installations, configurations and updates as needed.
- Assist in managing third-party vendor and service provider relationships.
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services.
- Follow-up and update client status and information
- Pass on any feedback or suggestions from clients to the appropriate internal team.
- Identify and suggest possible improvements on procedures.
- Create and update support documentation in accordance with standards to improve future troubleshooting efforts and end user training.

Requirements:

- Proven experience as a service desk technician or other customer support technical role
- Tech savvy with working knowledge of office automation products, databases, and remote control
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues.
- Familiarity with MacOS, Apple School Manager/VPP, Mosyle, Apple Classroom, JAMF, Apple TV.
- Familiarity with Chromecast, Google Classroom, Admin Console, device management.
- Superb attention to detail and a strong process-based approach to search execution.
- Highly detail-oriented, with strong organization and time-management skills; ability to manage multiple priorities in a high-pressure environment while delivering high results.
- Comfortable embracing existing technologies and be willing to learn new technologies when necessary.
- Flexibility to react quickly to changing business needs.
- Ability to work well within a team environment and take constructive criticism, coaching and feedback on a consistent basis.
- Ability to forge and maintain excellent working relationships with all members of the SecureWon Team and its clients.