Desktop Support Specialist Job

Employer Name: Hire IT People LLC

SpiderID: 12448189

Location: Denver, CO, Colorado

Date Posted: 4/22/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
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.  
  
This is a diverse business process environment that requires independent critical thinking.   
  
Job 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.  
  
Experience required: 2-3 Years

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: