Service Desk Technician (Tier I) Job

Employer Name:

SpiderID: 12487289

Location: Colorado Springs, Colorado

Date Posted: 5/3/2022

Wage: Up to $0.00 per year

Category: Information Technology

Job Code: 375589

Job Title: Service Desk Tech (Technology Support Specialist I)  
  
 Pay Range: $17/hr. to $20/hr.  
  
 Our client is seeking a Service Desk Technician (Technology Support Specialist I) for an exciting contract to hire position. The Technology Support Specialist I position is the first (junior/entry) level technical support in IT and will be in training and development for higher grades of Technology Support Specialist positions whilst performing assigned duties.  
  
The Technology Support Specialist position exists to resolve or prioritize, escalate, and route services and support requests for numerous IT services and applications raised by users to the IT Service Desk.  
  
This position will also troubleshoot issues, identify root causes to resolve and document the resolution pertaining to end-user services and technology such as:  
  
Intel and Apple Mac devices and operating systems; MS/Mac desktop Office; Apple desktop/laptop and iOS devices and applications;  
  
specialized desktop video/audio editing products;  
  
end user network/Wi-Fi services;  
  
remote network access;  
  
telephone services, and email services; at a Level 1 and some Level 2 service/support level.  
  
This position will assist in supporting desktop projects, implementing critical software applications, managing desktop hardware lifecycles and support of end-user services.  
  
This position regularly interacts with customer groups and end-users at all levels (including executives) and should only require occasional supervision, referring only questionable and/or unusual problems to the immediate supervisor.  
  
Essential Duties/Responsibilities:   
  
Works as part of a rotation program (to cover support shifts) where and when required  
  
Serves as a point of contact (via phone or email) for all ministry telecommunications and IT services and support needs  
  
Works from within and enters all required information of all service requests and incidents into the Service Desk software  
  
Determines prioritization and impact of the request/incident based on documented criteria  
  
Provides troubleshooting and diagnosis of service issues and resolution as promptly and professionally as possible  
  
Identifies and documents new issue resolutions and processes/procedures for improved quality of services and efficiency of the team  
  
Escalates service issues, when unable to resolve, to the appropriate technical service group as promptly as possible and with as much supporting information of the issue to assist the next level  
  
Follows up with customers on status for outstanding service requests, and confirms satisfactory resolution prior to closing tickets  
  
With assistance from more senior Support Specialists, provides technical support for desktop hardware, all Intel and Apple Mac operating systems, Microsoft Office Applications, and many other desktop software applications  
  
With assistance from more senior Support Specialists, build, configure, and install Desktops, Workstations, and Laptops according to Focus Standards. Sets-up new users and provides basic customer training as needed  
  
With assistance from more senior Support Specialists, provides support and administration of the desktop telephones and associated telephone systems  
  
Remotely installs/updates software in accordance with Software License Management and IT Security Policies  
  
Assists in the administration of desktop, laptop, and mobile device fleets  
  
With assistance from more senior Support Specialists, updates desktop software using desktop management tools  
  
Participates in creation and maintenance of desktop/laptop standard and custom images for ministry user profiles  
  
Gains functional knowledge about additional IT services to enhance service team capabilities and promote IT professionalism, capabilities, and teamwork  
  
Adheres to all IT policies, processes, procedures, and standards in the performance of all tasks in this area of responsibility  
  
Adheres to procedures for Incident Management, Problem Management, Release Management, Service Level Management, Capacity Management, Availability Management, Change Management and Configuration Management  
  
Apple/iOS:   
  
Provides initial triage, troubleshooting and, where possible, first call resolution for issues involving Apple OS and iOS hardware and software   
  
Escalates issues specific to Apple OS and iOS to the appropriate service area in a timely manner with all appropriate information   
  
Other Duties/Responsibilities:   
  
Perform other duties as assigned   
  
Working Environment/Physical Requirements:   
  
Fast paced customer service environment; Respectful, professional, and courteous behavior and demeanor to all; frequent interruption, changes in priorities and special requests from management; Normal Office environment; must be able to sit and work on computer for long periods of time; Scheduled lunch and breaks   
  
JOB QUALIFICATIONS/REQUIREMENTS:   
  
Personal Characteristics:   
  
Positive and encouraging attitude with ability to motivate/encourage peers   
  
Self-motivated; requires little direct supervision; Team player; trustworthy; reliable   
  
Coachable; able to redirect attentions and passions as requested; Creative thinker; effective problem solver; Organized   
  
Knowledge/Experience:   
  
Associate's degree in Information Systems, Information Technology, related field, required; Bachelor's degree preferred; significant proven experience in lieu of degree(s) considered   
  
1+ years in Apple OS/iOS hardware and applications experience required   
  
1+ years in Windows-based operating systems and application experience required   
  
1+ years of administration and organizational experience required   
  
Experienced in customer service and communication   
  
Comp TIA A+ certification preferred   
  
PC and Mac certifications preferred   
  
Skills, Abilities, and Special Talents/Gifts:   
  
Ability to communicate effectively (written and verbal)  
  
Working knowledge of printers and computer consoles  
  
Strong attention to detail and accuracy  
  
Ability to follow directions and keep records  
  
Ability to function effectively in a team environment  
  
Ability to work with confidential information  
  
Strong interpersonal skills and ability to work well with others; patience in dealing with people who do not understand technology  
  
Ability to provide technical support over the phone, good phone skills, professional demeanor  
  
Good problem-solving skills: ability to visualize a problem or situation and think abstractly to solve it  
  
Ability to handle constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience, and professionalism during stressful situations  
  
Ability to work responsibly with or without direct supervision  
  
Maintain a cool and calm demeanor under pressure  
  
Able to represent the IT department in professional and Christ-like manner in all dealings with Ministry customers and external partners

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: SNI Technology

Company: SNI Technology