Full job description

cb20 is the Capital Region's solution provider of choice for organizations that value IT and Managed Services expertise and category-leading customer service. We are an organization that puts Customers first, acts with Integrity, embraces innovation and values Self-Development and Contribution to our community. We partner with the world's leading hardware and software companies to deliver end-to-end consulting, implementation and managed services across the U.S. With world-class engineering talent and 30+ years of experience cb20 delivers confidence, security, a true sense of control and the highest- quality, end-to-end customer experience in the business.

This is an excellent entry level IT opportunity!

Summary

As a Help Desk Technician, you will take direction from a cb20 customer and provide Tier 1 and Tier 2 support to the customer's end users. The role is responsible for providing customers with technical support, remotely and/or on-site, so that they can complete the core and essential duties of their roles with functional, required equipment. The Help Desk Technician will review, triage, and resolve user tickets, escalating as necessary; and should be able to explain features of technical products, answer questions about installation, configuration, upgrades, customization, and usage of technical equipment. A Help Desk Technician applies basic diagnostic techniques to identify problems, investigate causes, recommend solutions to correct common failures, and escalate complex problems when required. Providing an elevated level of professionalism and day-to-day customer service is essential to the role. The Help Desk Technician will take direction from a cb20 customer and site to site travel may be required.

Duties and Responsibilities

- Perform customer support to clients via telephone, chat, email support, or tickets.

- Document all pertinent end user information in ticketing system.

- Triaging and providing issue resolutions to customers.

- Provide support for users utilizing laptops, workstations, desktops, iOS, and Android devices.

- Provide connectivity support for user's devices.

- Configure and install software for end user devices such as laptops, workstations, and tablets.

- Support the systems and networks of customers.

- Provide exemplary customer service.

- Perform customer call backs as required.

- Using problem-solving and people skills to ensure swift resolutions to technical issues.

- Troubleshooting, and diagnosing error messages and failures.

- Provide Tier 1 and Tier 2 support.

- Ensure system backups are completed.

- Create and maintain client and support documentation

- Effectively manage length of calls, handle time, and after call work.

Qualifications Requirements/Job Specifications

Education: Associates degree in Computer Science OR equivalent combination of education and work experience. Desired: CompTIA A+ Certification.

Experience: 0-3 years of IT experience.

Working time: Monday - Friday; normal business hours. 35+ hours/week. All other times as defined by the demands of the customers and department's needs.

Lifting: Typically, no lifting more than 25 lbs