****

**Job Title:  Service Desk Technician**

**Department:  Service and Support                   Reports to: Service Manager**

**GENERAL SUMMARY:**

The Service Desk Technician is responsible for handling first level support of service requests.  This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

**Essential Duties and Responsibilities:**

* IT Support relating to technical issues involving Microsoft’s core business applications and operating systems
* Support of disaster recovery solutions
* Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
* Basic remote access solution implementation and support: VPN, Terminal Services, and Citrix
* Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
* System documentation maintenance and review in ConnectWise
* Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

**Additional Duties and Responsibilities:**

* Improve customer service, perception, and satisfaction
* Fast turnaround of customer requests
* Ability to work in a team and communicate effectively
* Work with the Service Desk Dispatcher to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
* Escalate service requests that require engineer level support
* Responsible for entering time and expenses in ConnectWise as it occurs
* Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University
* Enter all work as service tickets into ConnectWise

**Knowledge, Skills, and/or Abilities Required:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

* Advanced understanding of operating systems, business applications, printing systems, and network systems
* Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
* Diagnosis skills of technical issues
* Ability to multi-task and adapt to changes quickly
* Technical awareness: ability to match resources to technical issues appropriately
* Service awareness of all organization’s key IT services for which support is being provided
* Understanding of support tools, techniques, and how technology is used to provide IT services
* Typing skills to ensure quick and accurate entry of service request details
* Self-motivated with the ability to work in a fast moving environment