



IT Service Desk Specialist – Main Library

Salary Range: \$21.07 - \$34.24

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PURPOSE OF JOB

The Service Desk Specialist is responsible for support of all desktop hardware, software and telecommunications equipment. Provides front line technical support to all customers. Ensures a positive customer experience by providing prompt and efficient solutions to technology related incidents and requests. Service Desk Specialist must possess strong verbal and written communication skills.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Effectively manages and responds to issues through multiple forms of inbounds requests, including in-person site visits, phone calls, e-mails, or ticketing applications.
2. Responds to all customer requests in a timely and professional manner.
3. Troubleshoot, maintain, and repair hardware and software remotely and onsite during branch visits.
4. Installs new software, performs system upgrades, ensures security updates, operating system, and other software updates are applied.
5. Analyze and perform repairs related to Mac OS systems, hardware and operating issues, and their peripherals.
6. Operate and troubleshoot most AV equipment and systems, projection systems, Crestron control systems and Videoconferencing & Audio-conferencing technologies.
7. Solves complex incidents and business problems and drives efforts to resolution by working with vendors and other support teams as needed.
8. Documents solution and reviews documentation for clarity and accuracy. Educates others so that common incidents and questions can be resolved independently in the future.
9. Strives to automate processes and create efficiencies and improvements in the request, incident and problem management processes.
10. Establishes successful working relationships with cross-functional staff as well as third party vendors and participates on complex cross-functional projects.
11. Facilitates communications, escalations and updates as needed.
12. Supports Microsoft AD domain management process and MECM/SCCM to provide a controlled support experience for all customers.
13. Performs desktop imaging, tablet and/or smart device deployments, and software installs.
14. Participates in internal 24x7 on-call support to ensure critical incident resolution.
15. Actively contributes to IT Services knowledgebase.

QUALIFICATIONS AND REQUIREMENTS

1. High School Diploma or G.E.D required.
2. 1-3 years' work experience required.

3. Combination of work experience and certifications in qualified fields (e.g. Help Desk and/or other technical background) preferred.
4. Certifications in a technology related field such as; CompTIA A+, Apple Certified Macintosh Technician (ACMT), and/or Certified Technology Specialist (CTS) for A/V support preferred.
5. 1-3 years' related Information Technology experience in a medium to large environment preferred.
 1. Experience should include end user support in an ITIL based support organization.
 2. Experience in supporting current Microsoft Windows Operating Systems including installation, configuration, and training.
 3. Experience with configuration, deployment, and maintenance of desktop and laptop hardware from leading manufacturers, as well as printers, multifunction devices, scanners and monitors.
 4. Strong troubleshooting capabilities with common software packages such as Microsoft Office, Mac OS, web browsers, and other desktop software.
 5. Familiarity with user creation, maintenance, group policy, and security using Microsoft Active Directory.
 6. Understanding and use of software packaging and distribution.
6. 1-3 years' experience with various desktop support software solutions such as; anti-virus/spyware, inventory, and monitoring systems preferred.
 1. Demonstrated proficiency in computer operations, problem solving, and troubleshooting.
 2. Demonstrated attention to detail and regard for quality.
 3. Demonstrated ability to work well in a team environment.
7. Valid driver's license and personal reliable transportation required.
8. On-call 24x7 to respond to emergency calls regarding desktop support and to perform off-hours tasks. May be required to work weekends as part of rotating on-call schedule

WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).