

Help Desk Support Technician

- *Rochester, NY, USA*
- *Commensurate with experience*
- *Hourly*
- *Full Time*

Benefits eligible

PROGRAM: Information Technology

POSITION: **Help Desk Support Technician - 40 hours/week**

DAYS/HOURS:

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

**Hours may be adjusted based on IT Team needs

RESPONSIBILITIES:

HELP DESK SUPPORT

- Provide first line support and interaction with end users by answering Help Desk calls and emails.
- Successfully resolve basic level phone, email, and in person technical support inquiries in accordance with IT policies and procedures.
- Escalate technical support inquiries to Supervisor when appropriate.
- Maintain current working knowledge pertaining to relevant aspects of information technology through materials, events, and specialized training.
- Perform all other necessary duties related to the position as requested by the Supervisor.

PROJECT SUPPORT

- Participate, assist or coordinate special projects, including organizing activities, communicating with end-users, documenting and reporting on project progress and task completion.
- Assist end-users with technical questions regarding the technology involved.
- Identify and report any technical or operational issues representing risk to project completion.

- Act as a Project Coordinator for other IT projects as directed.

ADMINISTRATIVE SUPPORT

- Assume responsibility and provide general administrative support to the IT Department as directed.
- Obtain quotes for IT equipment from vendors when required.
- Process IT equipment purchase orders according to process.
- Maintain status of requests and purchases until complete.
- Assist with receiving IT equipment when delivered, including updating IT asset inventory systems.
- Review various IT vendor service invoices for completeness, accuracy and identifying unexpected price or cost changes in preparation for approval.
- Organize, track, and manage contract renewals for IT products and services to ensure timely review, assessment and negotiations.
- Manage requests from IT vendors regarding invoice or PO processing, coordinating information with internal accounting department.
- Perform other administrative duties as requested.

QUALIFICATIONS: One to five years of user technical support in a corporate environment. Advanced knowledge of configuration and support of Windows endpoint devices such as PC's and laptops. Knowledge and experience with PC's and laptops used in a secure, corporate environment. Knowledge of Active Directory user authentication. Knowledge of user interactions with Multi-factor Authentication (MFA) and Single Sign-On (SSO) technologies. Knowledge of endpoint disk encryption technologies. Knowledge of corporate networked end-user devices such as printers, scanners and other resources. Knowledge and experience with Microsoft Office applications, including Outlook, Teams and OneDrive and Office 365. Formal education in Information Technology or Associate degree in Information Technology a plus. Basic technology certifications a plus, including A+ and Security+. Experience with Help Desk ticketing systems a plus. Must have excellent Technical Support and Customer Service communication skills. Ability to work independently while supporting team processes and goals. Ability to adapt to various tasks as needs arise.

STARTING DATE: Will be discussed at interview.

SALARY: Commensurate with Experience

Apply Online: <https://lifetimeassistance.applicantpro.com/jobs/2754976.html>

Lifetime assistance Inc www.lifetimeassistance.org

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