

Description:

Do you love working with and supporting a wide range of people and technology? Do you enjoy seeing the smile on a client's face when you help them solve a problem? Are you detail oriented, organized and self-motivated? If so, then read on.

Our Company:

We are a small and growing people-first business IT services provider. We support a wide range of mostly local businesses in various industries. We design, build, and support networks. We provide and support Windows PCs and servers. We take on other technical challenges for our clients. Our goal is to create high value for our clients by minimizing technical problems, securing and optimizing their IT investments, and provide the best customer experience possible.

The Ideal Amicus IT Candidate

- Strong ability to work in an energetic, remote team environment
- Positive attitude and a customer-centric
- Passionate about a career in technology
- Highly motivated and able to inspire others
- Desire to grow with a successful and rapidly growing company
- Self-starter
- Curious

Tier 1 Help Desk Job Description

This role will answer inbound phone calls from clients requesting immediate technical support as well as inbound requests from clients via other methods such as email or a ticketing portal. A successful team member will be able to verify accuracy of all information, document such information, and provide brief user facing technical support to resolve client issues.

Experience Required

Experience in an IT and/or Customer Service-related position. Interest and Aptitude for IT and technology necessary.

Skills

Having worked within an issue tracking (Ticketing) system in the past is helpful. Can logically troubleshoot technical issues. We support the following technologies, specific knowledge of each is helpful, but not required.

- Microsoft Office Applications
- Client/Server/Internet DNS
- Client/Server File sharing
- Virus troubleshooting and remediation
- Microsoft Windows 10
- Microsoft Server
- Mac OS
- Changing Passwords and moving objects in Active Directory
- Able to create step-by-step technical documentation

Has these required habits:

- Ability to relate to clients and speak to non-technical people
- Ability to remain calm under pressure
- Good writing skills for end-user communication as well as documentation of actions
- Willingness to create and follow written process
- Understand basic troubleshooting (cause/effect, following-the-chain) when there is no process
- Team player, ready to dive into a small team of talented people