CEI STUDENT JOB POSTING

Job Title: Desktop II Tech
Salary: $33,280.00 + benefits
Job Closing Date (mm/dd/yy):   7/15/2019

Company Name: Qualfon
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General Responsibilities:

The Desktop Support Technician is responsible for the support of end user desktop, laptop, phone, mobile device hardware, software, and break/fix services. Must monitor queue and handle tickets to ensure issues are addressed in a timely manner. They must have strong interpersonal skills to analyze user problems and requirements and make recommendations to satisfy the identified issues. They need the ability to quickly determine the cause of an issue and be able to escalate the issue to the appropriate team for resolution. They will play a key role in the building and maintaining customer relationships.

Tasks and Responsibilities

- Installation and testing of computer systems and peripherals.

- Troubleshooting and maintenance of computer systems and peripherals to ensure the ongoing usability of the equipment.

- Identifying the root cause of hardware issues and replacement of components as needed.

- Utilize ticketing system to document and prioritize work.

- Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems. Help to train where needed or provide documentation.

- Assist the Systems, Network and Telecom groups during testing and troubleshooting of issues. This includes replacing cables or parts and working with vendors to ensure everything is working properly.

- Deployment, management, and support of IPads, tablets, mobile devices

- Active Directory Users and Computers Management. Understand GPOs to see what is supposed to be installed and to make sure that we are as secure as possible with accounts.

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- Answer questions surrounding the installation, usage, and training on hardware and software products.

- Have the ability to learn as you go. Especially for software applications that you may not be familiar with or use every day.

- Interact with internal and/or external escalation resources to resolve complex technical issues.

- Acquire and maintain a basic understanding of the location Local Area Network (LAN) setup/topology in order to troubleshoot network issues that may occur at the site.

- Maintain the inventory of devices and parts associated with Networking, servers and all associated parts.

- Maintain Desktop related documentation such as inventories and Return Merchandise Authorization (RMA) tracking

- Work with internal and external auditors to provide evidence for requests

- All other tasks assigned

Job Qualifications:

- Solid experience in servicing desktop, laptop, phone, mobile device hardware, and printers

- Working knowledge of remote connectivity software such as RDP, Citrix, and Cisco VPN.

- Knowledge of DNS, DHCP and Active Directory

- Fundamental understanding of networking connectivity issues.

- Experience with desktop operating systems, including Windows XP/7/10

- Experience with various anti-virus/anti-spy and imaging software products. Ability to learn new ones and help to maintain the database of PCs to ensure that they are all secure.

- Ability to lead deployments and move projects as the main point of contact.

- Ability to look at a technical issue and determine if it is a telecom, networking or server issue.

- Ability to work with remote users and guide them over the phone.

- Excellent organizational, communication, time management, and problem-solving skills

- Knowledge of ticketing systems.

- Ability to write processes and procedures for people to follow.

- Ability to work independently as well as in a team to achieve tasks in a timely manner.

- Available for evening and weekend work, as necessary.

- While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk; use hands and fingers to operate, handle, or feel objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

EEO

QUALFON is an equal opportunity employer. QUALFON provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sex (including pregnancy, childbirth and related medical conditions), sexual orientation, gender identity, national origin, age, disability, genetic information (including testing and characteristics), marital status, ancestry, status as a covered veteran, uniformed servicemember status and any other characteristic protected under applicable federal, state or local law.

Application Process:

Click on the following link to apply:

https://career4.successfactors.com/sfcareer/jobreqcareer?jobId=2633&company=Qualfon&username=