IT Desktop Support

Job Description

The Desktop Support Technician / Administrator provides day-to-day hands on support to end users and back-end systems. The job primarily involves troubleshooting/fixing desktop issues and maintenance of the company's internal software systems. There are several other areas which the Desktop Support Technician will be involved in, including first level response to emergency calls regarding network, servers & critical applications. Responsibilities include, but are not limited to the following:

- Workstation / Printer troubleshooting, maintenance & deployment
- Maintain detailed and up-to-date hardware/software inventory
- Hardware / Software installs and upgrades
- Manage IT documentation
- LAN Support, basic networking support
- Exchange / Outlook support and Active Directory support
- Desktop / Server Security – Firewall, Antivirus management and support, patch management etc.

Job Requirements

- Minimum 2-3 years of experience in a desktop support role
- CompTIA A+, MCITP: Enterprise Desktop Support Technician 7 or similar certifications a + preferred.
- Solid and current experience with Windows and Mac environments
- LAN/WAN & networking basics
- Printer/Fax support & maintenance
- Security best practices
- Software deployment (MSI packages, Microsoft Office, etc.)
- Computer Imaging

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Experience in the following areas preferred, but not required:

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  - AS400 / iSeries support and operations
  - RPG / RPGLE programming and maintenance
  - EDI development and support

Key Elements of Position

- Ability to work in a fast-paced take-ownership kind of an environment
- Should have high initiative and superior prioritization skills
- Must be able to work flexible hours, including “on call”, evenings, weekends when necessary
- Must be a team player with good communication skills
- Must be detail oriented with a desire to constantly learn and upgrade skills

The position is located is in Coppell Texas with a salary range between $30,000 - $40,000, depending on experience. Send resume and references to [1] to be considered for this position. No agencies please.

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