Desktop Support Technician

Hodgson Consulting & Solutions is a small, award winning, fast-growing entrepreneurial IT consulting firm that is in need of a customer focused Desktop Support Engineer to perform both remote and onsite support for client service requests. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

What you will be doing

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Remote access solution implementation and support: VPN, Terminal Services, and Citrix
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- System documentation maintenance and review in Hodgson Consulting Ticketing System
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Maintain accuracy of client records

What you need to succeed in this position

The best person for this position is someone who is organized, customer service and technology focused with a positive attitude, who works well under pressure and loves working in a team environment. You must follow instructions well, but also be able to take the initiative. Must have excellent customer service skills and manage time well working with multiple clients at the same time. Should be able to multi-task, prioritize and meet tight deadlines. Should be fair, flexible, self-motivated, get along well with others, and be a good listener. Must be punctual, reliable, and take good notes.

Knowledge and Skills

- 3-5 years of related work experience with a positive track record of help desk support
- Previous MSP or consulting experience is preferred.
- Advanced understanding of operating systems, business applications, printing systems, and network systems
- Comptia A+ or equivalent experience required
- Comptia Network+, Security+, and Microsoft certifications, a plus
- Diagnosis skills of technical issues
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Ability to work after-hours and/or weekends when required.
- Must be able to lift and carry computer/printer equipment.
- Must be able to perform physical duties such as the installation of desktop computers and monitors, including using ladders to run cable in ceilings and along walls.