

## Help Desk Engineer

Hodgson Consulting & Solutions is a small but growing Cloud and MSP Provider in Buffalo Grove, we provide IT & network support for SMBs for the past 17 years.

We are looking for a **customer focused IT professional, NOT a ticket-closer** (we track customer satisfaction, not just ticket stats) to provide remote support to our clients throughout the United States. If you really want to help people, come work for us.

YOU MUST HAVE A 1 - 2 YEARS EXPERIENCE OF IT HELP DESK SUPPORT with a positive track record of ticket resolution. Please **ONLY** apply if you have experience supporting/ troubleshooting issues involving Microsoft's core business applications and operating systems, WAN, LAN connectivity, routers, firewalls and security. We are looking for someone with the following certifications: Comptia A+ or equivalent experience, Comptia Network+, Security+ and/or Microsoft certifications. Citrix certifications are a plus.

This position offers a competitive salary. As a full-time employee, you will qualify for health insurance, dental insurance and paid time off. **You MUST be based in our Buffalo Grove office (sorry no exceptions)**. This is an awesome opportunity for someone who:

- Has excellent customer service skill and manages time well working with multiple clients at the same time.
- Enjoys helping clients, talking to people and has a good "desk-side manner"
- **Is a quick, self-motivated learner and wants to work for a company that will invest in their learning and skill development (we WANT you to learn and get better)**
- Is extremely detail-oriented and appreciates people who take an organized, systematic approach to achieving success.
- **Likes the idea of working for a smaller (but growing) company where their ideas and contributions directly impact the company's success, direction and growth.**
- Understanding that fixing the technical issues is only half the task, the other half is taking the time to be sure the customer is absolutely ecstatic about the work you just completed.
- **Has the ability to work after hours and/or weekends when necessary**