

**TITLE: Support Desk Administrator LV 2**  
**REPORTS TO: Service Manager**  
**LOCATION: Chicago**  
**ROLE CAPACITY: 100% Technical/Customer Service**

A West Loop based IT Managed Services and Software Development Company is seeking a dynamic Support Desk Administrator LV 2. We are looking for someone with 2-3 years of helpdesk support experience in the IT Industry.

**Essential Functions:**

- Work on Day-to-Day Level 2 tickets, provide first touch resolution or escalate appropriately
- Infrastructure Troubleshooting from a machine level (Wi-fi, network connectivity, non-global changes)
- Workstation Issues (troubleshooting hardware and software issues)
- User Account/Password Management (e-mail, AD, etc)
- Printing Issues (contacting vendors, workstation troubleshooting, minor changes on printer)
- Assist Project Management Team with projects if help is requested
- Provide suggestions and feedback on how our clients can meet MXOtech's technology standards
- Assist in client documentation
- Contact 3<sup>rd</sup> Party Vendors

**Knowledge Skills and Abilities:**

- Above basic level of understanding of IT Hardware/Software
- Must have an innate sense of urgency
- Have a strong work ethic and be a self-starter

**Education and Experience:**

- 2-3 year of Helpdesk support experience in the IT Industry preferred
- Bachelor's Degree in the IT field preferred
- Experience with ConnectWise Suite a plus

## Is this the right fit for you?

You must also be a highly organized, customer service and technology focused individual with a **positive attitude**. We hire only high energetic, positive, team players that love being challenged and are always looking to grow. This person must represent our core values and deliver high-level client support as well as contribute in a big way to our team camaraderie and spirit. Our clients should be able to hear you smile over the phone!

Do you get great satisfaction from contributing to the overall success of the company? Do you enjoy using technology to automate processes? Do you work well under pressure and always show up with a positive attitude? Then please submit your resume, and a short summary on why you fit this description.

We are selective so we care more about finding the right person than rushing to hire just anyone. We offer an inviting work environment with health benefits, paid time off, and more. We use the technologies listed below to support our clients.

We are a Microsoft partner using 80% Microsoft products. We manage our client Networks using a Managed Services product called LabTech. Technologies include; Office365, Exchange, Backup and Disaster Recovery, Firewalls, Networks, Server2012R2 and Mobile Devices. The remaining 20% is with Apple technologies and various mobile devices.

Our unique company benefits include; great healthcare, vision and dental plan options with BCBSIL, 401k retirement planning opportunities, tax-saving commuter benefits, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations, all in all a modern, cozy, on the edge of the West Loop type of work environment!

**Please send resume with cover letter, short summary on why you fit this description and salary requirements to [jobs@mxotech.com](mailto:jobs@mxotech.com)**

### Physical demands:

- Ability to periodically stand or walk
- Ability to bend, squat, climb stairs and lift periodically
- Ability to lift up to 50 pounds occasionally

<https://www.mxotech.com/about-us/careers/>