

Support Desk Administrator

Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Support Desk Administrator Level 2.

Overall responsibility:

The MSP Support Desk Administrator LV 2 is responsible for day to day support desk tickets. They are the first point of contact for client-initiated tickets. The primary focus is working on tickets within the allowed time frame also respecting SLO. The focus is also to try and prevent further escalations of a ticket and provide first touch resolution. Quality of service and response time is key. The ideal candidate would have the ability to work in a fast-paced environment quickly and effectively switching from task to task. They would need to have a strong sense of urgency, work ethic, and be a self-starter. The candidate we are looking for will also need to be customer service focused as most of the work will be client-facing. This position will require for the individual to be onsite 20 hours per week at a non-profit client performing machine setups and resolving issues that require onsite presence.

Primary Duties and Responsibilities:

- Work on day to day LV 2 support tickets
- 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 on how to get a client to MXOtech's standard.
- Assist in client documentation
- Contact 3rd party vendors

Onsite Responsibilities

- Physically plugging in phones and monitors at an employee's desk and making sure this all works as part of the onboarding process.
 - Employee instruction on getting started with email, phone, VPN, etc.
- Checking the inventory of laptops, monitors, etc. that we have available so we are purchasing equipment in time to support new users.

- VIP User support – handling technology issues with the Leadership Team.

Qualifications:

- Bachelor's Degree in the IT Field
- CompTIA A+
- Microsoft Windows 10 Certification (a plus)

Required Experience:

- Has worked in a help desk IT position for a minimum of 3 years.
- Experience in answering help desk calls and creating tickets.
- Experience in working in a help desk ticket system.
- Support an environment that used Office 365
- Experience in using remote support tools

Required Skills:

- Windows 10
- Office 365
- Microsoft Office 2016
- Exchange 2016
- Windows server 2012 r2 minimum
- Mobile devices such as iPhone and Android
- VOIP support
- Apple Mac OS

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

Perks:

- Three different Aetna health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

Visit <https://www.mxotech.com/about-us/careers/> for more information.