

Support Desk Deployment 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 Deployment Administrator.

Overall responsibility:

The Support Desk Deployment Administrators are dedicated technicians for new user and machine upgrades/deployments. They are responsible for setting up new employees along with their PC, applications, and anything else required for the employee to perform their job. Keeping computer images and documentation are key to their success. In addition, they are also a "floater", meaning if they do not have any "deployment" related work, they would assist with Support Team tickets.

Primary Duties and Responsibilities:

- Create end user active directory, Microsoft 365, website, and other application accounts.
- Workstation deployments
- Create and maintain Windows imaging for all customers.
- Hardware deployments (assist Sysadmins and project team with onsite deployments if necessary)
- Onsite troubleshooting (If deemed necessary that a tech needs to be onsite)
- Assist with documentation for client environments.
- Act as Floater and assist in the support desk while not working on any deployments.
- Provide suggestions on how to get a client to MXOtech's standard.
- Document client workstation and user setups.
- Assist in documenting client environments.
- Research technologies or hardware as needed for clients.
- Use Active Directory and Microsoft 365 to manage accounts, profiles, and policies.
- Work with the team and customers to schedule time accordingly.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, a related field, or equivalent experience.
- Prior experience working at a Managed Services company.

Required Experience:

- Strong focus on customer service.
- Customer-focused, with an ability to understand and manage customer expectations.
- Strong organizational skills.
- Ability to work with team to manage schedules and tight deadlines.
- Professional written and verbal communication skills.
- Ability to manage multiple tasks and tickets with ease.
- Ability to create and use workstation imaging.
- Has worked in a helpdesk 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.
- Has worked and supported a Microsoft 365 Environment.
- Experience in using remote support tools.

Required Skills:

- Windows 10 support experience.
- Windows server 2012 r2 minimum experience.
- Mobile devices such as iPhone and Android.
- VOIP phone support
- Apple Mac OSX support
- ConnectWise suite of applications including:
 - Manage
 - Automate
 - Control
- CompTIA A+ and Net+.
- Microsoft Windows 10 Certification

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.