

Burgess Technology Services Job Description

JOB TITLE: Help Desk Technician

JOB DUTIES AND RESPONSIBILITIES:

1. Handle incoming Help Desk calls and emails, and provide quality and efficient customer support via phone or remote assistance. Gather as much information as possible, determine the nature of the issue and update tickets as necessary. Clearly document all of the information gathered so far, and any initial steps and or research performed. Provide technical support including diagnosing, troubleshooting and resolving computer hardware, software, network and/or mobile device support issues.
2. Identify and escalate situations requiring a network engineer.
3. Make appropriate use of online reference information, diagnostic aids, and ticket history in resolving technical problems. Effectively utilize advanced remote support tools.
4. Review monitoring tickets and take follow up action.
5. Handle monitoring and remote checks of customer equipment as assigned.
6. Perform virus/spyware scans and critical security updates.
7. Manage user accounts, permissions, email, anti-virus, anti-spam, printing, and security.
8. Undertake routine preventative measures.
9. Provide shop support as required, including: installing software and operating systems; updating programming and performing computer upgrades; building up servers and setting up computers and configurations to meet customer requirements; performing diagnostics, maintenance and repair on desktop and notebook computers.
10. Project a positive company image when dealing with any customer, and Identify sales opportunities.
11. Be proficient with Autotask and utilize its functionality appropriately.
12. Create and maintain appropriate documentation.
13. Communicate clearly and effectively with customers, and project a positive company image.
14. Keep up-to-date with new technologies and solutions.
15. Other duties as assigned.

QUALIFICATIONS/EXPERIENCE:

1. A+/Net+/MCP/MCSE or other IT certifications preferred.
2. Proficient with Microsoft Windows Server, Small Business Server, Exchange Server, VMware ESXi, routers and firewalls, VPN's, and desktop operating systems.
3. Ability to analyze situations promptly and to determine the proper course of action, including a strong troubleshooting ability.
4. Ability to deal courteously with customers.
5. Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.
6. Excellent communication skills and customer services skills.



6 oak grove avenue
bath, maine 04530
www.btsmaine.com
800.498.8642 or 207.443.9554

7. Strong listening and recall skills.
8. Must be able to climb stairs.
9. Must be able to lift 50 pounds.

OTHER REQUIREMENTS:

1. Travel, primarily within Maine, will be required. Must have reliable transportation and a clean driving record.
2. Must be able to pass a background check required by Burgess Technology Services and any subsequent customer background checks that may be required.
3. Serving on duty rotation, including carrying and responding to off hours Pager on assigned weeks, may be required.
4. Occasional overtime work may be required.

Revised: 7/20/18