

Helpdesk/Support Technician Job Description

National Technology Management is seeking a Help Desk Technician at our Bingham Farms office. Our candidates are aggressive and highly motivated to work in our fast-paced environment. Our diverse clients include medical, construction, dental, non-profit, manufacturing, and retail as just some of the spaces we work in. As a Managed Service Provider, we provide technologies surrounding access control, video surveillance, business VoIP solutions, disaster recovery, network infrastructure, cybersecurity, cloud-based technologies, and network cabling.

The **Help Desk Technician** provides basic support and troubleshooting, such as password resets, printer configurations, problem resolution instructions, ticket routing, and escalation. The right candidate will gather and analyze information about customer issues and determine the best way to resolve and implement the solution. Performs remote troubleshooting through diagnostic techniques and pertinent questions. Works on IT projects as assigned by leadership. The qualified candidate will complete tasks with a positive, customer-service oriented attitude.

Desired Help Desk Technicians will have:

- Basic or beginning IT knowledge.
- Proven record of dependability
- Ability to multitask and continually prioritize a changing workload.
- Strong organizational skills, attention to detail, and strong communication skills.
- Interest in pursuing additional education and a career in IT.
- Flexibility with your schedule

Duties include, but are not limited to:

- Serving as the first point of contact for customers seeking technical assistance over the phone or email
- Provide remote support, software loading and troubleshooting for hand-held and tablet technology tools.
- Performing remote troubleshooting through diagnostic techniques and pertinent questions
- Determining the best solution based on the issue and details provided by customers.
- Troubleshooting Access Control Systems, Video Surveillance Systems, VoIP Phone Systems, and Network Infrastructure.

Company Culture:

- Tenacity/Detail-oriented -- quality and precision-focused with a purpose
- Predictable/Stable -- traditional, stable, strong processes
- Happiness/People-oriented -- supportive and fairness-focused
- Family/Team-oriented -- cooperative and collaborative
- Results-oriented -- results-focused with strong performance culture

Requirements / Qualifications

- Associates or bachelor's degree in related field, or at least one year of related work experience.
- Must be tech savvy with working knowledge of office automation products, databases, and remote control.
- Good understanding of computer systems, mobile devices, and other tech products.
- Ability to diagnose and resolve technical hardware and software issues.
- Ability to perform preventative maintenance on computer equipment.
- Must have good oral and written communication skills.
- Excellent customer service skills a must.
- Problem-solving and analysis skills required.
- Must be adaptable and open-minded.
- Planning and organizing skills required.

- Thorough attention to detail required.
- Willing to travel to remote sites (less than 10% required).
- Knowledge of TigerPaw and Continuum a plus.
- Must be available for on call duty (1 week as primary, 1 week as backup) on a rotating schedule.
- Must be available occasionally on nights and weekends to perform off-hour maintenance and projects.

Benefits

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Paid Holidays and Vacation
- 401(K) Retirement Plan