

Job Title	TIER 1 SUPPORT
Basic Function	Provide daily end-user support, Server and PC setup/configuration, as well as successful resolution of Service Desk tickets for local and remote employees.
Essential Functions	<ul style="list-style-type: none"> • Provide first line of support for end users by answering Service Desk calls and providing primary ticket triage, distribution and routing services. • Provide Maintenance and Support of one or more systems (Messaging, Applications Servers, Networks, or other specific Systems). • Manage and administer multiple Applications and Servers, performing Systems Administration and Management for the platforms and OS. • Work with other IT teams to develop and implement networking and/or system solutions to support business requirements. • Interface with providers and/or clients to resolve networking and/or system connectivity issues. • Perform new installations and upgrades of servers or support of Operations and/or Development. • Provide technical support to end users in support of hardware, software, and peripherals. • Deploy and support Voice over IP phone hardware and software. Maintain and enforce corporate hardware, software and anti-virus policies. • Attend regular staff meetings to report on accomplishments, tasks and project status. • Update online Service Desk ticketing system, to track progress and status. • Ability to multitask and prioritize between multiple activities/tickets • Be a resource for all employees in regards to technical questions and relevant training.
Level of degree required	Any college Degree
Required Qualifications	<ul style="list-style-type: none"> • 2- 6 years of PC support skill and experience. This should include desktop, server, hardware, software, various operating systems, printers, 3rd party software, email, and web technologies. • 2+ years experience working collaboratively in a fast paced team environment, with a large customer base. • 1+ years experience working with Dell laptops and desktops or comparable vendor/manufacturer. • 1+ year experience with Apple Macintosh suite of hardware and software. • 1+ years experience with PC deployment using Ghost disk imaging system or equivalent product. • 2+ years experience supporting the Microsoft Windows Office 2003/2007 Suite including Excel, Word, and Outlook.

Preferred Qualifications	Outstanding Technical and customer service skills and rapport.
Preferred Qualifications Options	Excellent verbal communication; Excellent written communication; Positive attitude & team player . Should have worked with US clients.
Certification Preferred	Any Windows or Linux based system certification is a preferred.
Physical Requirements	Scheduled to work in office full time, 5 days per week
Travel Required	Training related travel could be required