

## Help Desk II

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$24.00 to \$28.00 hourly  
**Employment status:** Contract / Temporary

### Description

#### Key Responsibilities:

- Laptop imaging
- Provide 1st and 2nd level support.
- Track, route and redirect problems to correct resources.
- Walk customers through problem solving process.
- Follow up with customers, provide feedback and see problems through to resolution.
- Utilize excellent customer service skills and exceed customers' expectations.
- Ensure proper recording, documentation and closure.
- Recommended procedure modifications or improvements.
- Preserve and grow your knowledge of help desk procedures, products and services.

### Requirements

#### Essential Skills & Experience:

- Active Directory
- Project Management
- Azure Active Directory
- SCCM
- Basic PowerShell Fundamentals
- Group Policy
- Network Fundamentals
- Microsoft Intune
- Microsoft Azure
- AWS Workspaces
- Office 365 / Exchange
- Able to troubleshoot PC, and Mobile Devices
- Windows 10
- Windows 2016
- Customer Service Skills
- onboarding
- offboarding
- Microsoft Teams
- VOIP Troubleshooting
- VPN troubleshooting
- Detail oriented
- Customer service focused.
- Exceptional written and verbal communication skills
- High School Degree required.

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**This Job Posting will expire in 10 days.**