GLACISTECH
CYBERSECURITY & WORRY-FREE IT

CAREER OPPORTUNITY

Helpdesk Level 1 & 2

Full time | **Richardson, Texas** | **Remote, phone and onsite support**

About GlacisTech

GlacisTech (Glacis Technologies, Inc.) is a managed IT and cybersecurity provider (MSP and MSSP) headquartered in Richardson, Texas. Founded in 2015, we support small and mid-sized businesses across Dallas-Fort Worth with managed IT, cybersecurity, cloud services and compliance support. Our clients include healthcare, manufacturing, financial services, nonprofit and engineering organizations. We are an employee and customer-driven company with a professional work environment and room to advance.

About the position

The Helpdesk Level 1 and 2 positions provide technical support and troubleshooting for our clients' employees, with exceptional customer service on every call.

Responsibilities and duties

- Provide remote, phone and onsite technical support for client employees
- Help users troubleshoot Outlook and Microsoft 365
- Support current Microsoft Windows operating systems
- Support mobile devices, including configuration and email sync
- Handle 20 or more issues per day efficiently and appropriately
- Use Active Directory to reset passwords and create users
- Help users add and change network printers
- Troubleshoot VPN and remote access connectivity
- Support users through remote access tools
- Isolate and diagnose common system problems
- Document system events to keep systems running
- Manage backup solutions for clients

Experience

- 3 to 5 years of technical experience
- 2 years of experience in a helpdesk environment

Technical skills

- Networking: intermediate
- Server: intermediate
- Exchange and Microsoft 365: intermediate
- Desktop support: advanced

Preferred but not required

- Experience with ConnectWise or another PSA tool
- Experience with an RMM (remote monitoring and management) system
- Technical certifications such as CompTIA A+, Network+ or Security+

Other skills and abilities

- Outstanding oral, written, technical and business communication
- Superb customer service and client interaction skills
- Self-starter with strong organizational and interpersonal skills
- Follows through on tasks, projects and troubleshooting with minimal supervision
- Able to multitask in a fast-paced environment
- Team-first mindset

How to apply: Email your resume to **Careers@GlacisTech.com** with the subject line "Helpdesk Level 1 & 2". Learn more at glacistech.com/careers.