

Helpdesk Level 1 & 2 Positions

About GlacisTech

Glacis Technologies is an IT service and support provider for companies in the Dallas Fort Worth area with 10-250 computers. We provide excellent customer service with a strong focus on the latest IT technologies. We offer a professional work environment with the ability to advance within. We offer Cloud Services, Onsite Server/Network install, On-premise Helpdesk, Onsite Technicians, and Remote Support. We are proud to be an employee and customer-driven company.

Job Summary

The Helpdesk Level 1 and 2 positions provide technical support and troubleshooting for customers with exceptional customer service.

Responsibilities and Duties

- Provides technical remote/phone/onsite support for employees of corporate customers
- Assists users in troubleshooting Outlook
- Provides support for Microsoft Operating Systems (Windows 7, Windows 8, Windows 10)
- Provides support for mobile devices including configuration and email sync
- Handles 15-20 issues per day efficiently and appropriately
- Utilizes Active Directory database to reset passwords and create users
- Assists users in adding and changing network printers
- Provides technical support for VPN connectivity issues
- Controls user's computers utilizing remote access tools
- Troubleshoots remote access connectivity problems
- Performs troubleshooting to isolate and diagnose common system problems.
- Document system events to ensure continuous functioning.
- Manage backup solutions for clients.

Qualifications and Skills

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Experience

3-5 years of technical experience. * 2 years' experience in a helpdesk environment.

Technical Skills Required Knowledge

Networking- Intermediate * Server- Intermediate * Exchange/Office 365 – Intermediate * Desktop support-Advanced

***Preferred but not mandatory: ***

Experience with ConnectWise or other PSA

Experience with RMM (Remote Monitoring and Management) system

Technical certifications, such as CompTIA, MTA, Security Plus

****Other Skills and Abilities***

- Outstanding oral, written, technical, and business communication skills
- Superb customer service skills
- Strong technical and customer interaction skills
- Self-starter with excellent organizational, administrative, and interpersonal skills
- Ability to follow through with tasks, projects, and troubleshooting with minimal supervision
- Ability to multi-task and work in a fast-paced environment
- Team first mindset.

To apply, email your resume to Careers@GlacisTech.com with the subject line 'Helpdesk Level 1 & 2'