

Service Desk Technician

This is a beginner to intermediate level technical position. This individual's primary responsibility is to provide outstanding technical support, customer service, and documentation for Platte County.

The ideal candidate is someone with great communication and customer service skills, and who is looking to take the next step toward additional responsibilities.

Duties and Responsibilities:

- Provide outstanding customer service by troubleshooting and repairing desktop, server, and network issues while following recognized best practices methodology
- Prioritize helpdesk tickets and address according to issue severity
- Setup/Imaging of new workstations
- Communicate with end users to determine issues and follow up once issues are resolved
- Communicate with 3rd party vendors as needed to assist in troubleshooting various issues
- Create and maintain network and application documentation
- Looks for ways to improve efficiency and processes
- Participate in the on-call rotation responsibilities
- Note: A limited amount of work is required after hours

Requirements and Experience:

- 2+ years in a related help desk position is preferred

Skills and Competencies:

- A positive attitude with a strong focus on customer service and teamwork
- Strong analytical and technical troubleshooting skills
- Strong ability to multitask and prioritize
- Ability to quickly learn industry-specific applications
- Significant setup and troubleshooting experience with Windows desktop operating systems
- Microsoft Office applications
- Google Workspace
- Network anti-virus software configuration
- Knowledge of networking concepts (e.g., TCP/IP, DNS)
- Demonstrated documentation and time management skills
- Well-developed phone communication skills

Job Type: Full-time

Pay: \$46,000.00 - \$52,000.00 per year

Schedule:

- 8-5 M-F
- After hours as required
- On call

Benefits:

- Health Insurance
- Dental
- Vision
- Accident, Critical Illness & Cancer Coverage
- Long Term Disability
- Life & AD&D
- Supplemental Life Insurance
- Flexible Spending Account (FSA)
- Employee Assistance Program

Education:

- High school or equivalent (Required)

Experience:

- Help desk: 2 years (Preferred)
- Operating systems: 2 years (Preferred)
- Microsoft Office: 2 years (Preferred)
- Google Workspace: 2 years (Preferred)
- Comptia A+ certification: (Preferred)
- Comptia Network+ certification: (Preferred)
- Customer service: 2 years (Required)

Location:

- 415 3rd Street, Platte City, MO 64079