Job Title:	Service Desk Technician I	**Status:**	Exempt
Supervisor:	Chief Information Security Officer	**Hours:**	Full time (40)

Summary:

The Service Desk Technician I is an entry-level position responsible for handling first-level support of service requests in a professional and timely manner. This relates to all technology, including workstations, servers, printers, networks, and vendor-specific hardware and software.

Key Responsibilities:

1. Provide support relating to technical issues involving Valor Technologies' and client's core business applications and operating systems
2. Basic technical support for network components: WAN and LAN connectivity, home internet firewalls and security profile maintenance
3. Basic implementation and support for VPN, remote access applications, etc.
4. Monitor the remote monitoring and management system alerts and notifications, and respond accordingly via service tickets
5. Maintain client system documentation
6. Communicate with clients as required, keeping them informed of incident progress, impending changes and agreed upon outages
7. Maintain a high level of customer service, perception and satisfaction
8. Consistently exhibit a sense of urgency with regards to customer requests
9. Work in a team and communicate effectively
10. Work with the Service Desk Lead to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
11. Escalate service requests that require additional expertise to higher-level service desk support
12. Responsible for entering time and expenses in Valor Technologies' PSA system as they occur
13. Understand business processes and complete work following company guidelines
14. Enter all work as service tickets in Valor Technologies' ticketing system
15. Identify client and service delivery areas of improvement
16. Assist in client solution and service delivery team deployments
17. Other tasks as assigned
18. Participate in an on-call rotation

Qualifications:

1. High school diploma
2. One (1) year of IT or related experience, or actively pursuing an associate's or bachelor's degree in a related field
3. Computer or network security certifications/courses taken into consideration

Skills & Knowledge:

1. Experience with Autotask
2. Competent understanding of current Windows and Mac workstation operating systems, business applications, and accessories
3. Competent understanding of current Android and Apple mobile operating systems and basic troubleshooting
4. Demonstrated technical problem-solving skills

5. Ability to multitask and adapt to changes quickly
6. Technical awareness: ability to match resources to technical issues appropriately
7. Service awareness of the organization's key services for which support is being provided
8. Understanding of IT support tools, techniques and how technology is used to provide services
9. Self motivated with the ability to work in a fast-paced environment
10. Perceived capacity to exude personal credibility and professional integrity
11. Maintain a positive attitude in all situations
12. Ability to self start, work independently and achieve a high standard to meet multiple deadlines
13. Explicitly proficient communicator
14. Above-par working capacity to participate in small and large projects with great attention to detail
15. Work effectively with staff in a team-oriented environment
16. Adept in developing and maintaining strong relationships with management, staff, vendors and clients
17. Exhibit a high degree of professionalism, balanced business judgment, tact and diplomacy
18. Exhibit above average problem-solving skills, in both mundane and highly-sensitive, albeit complex situations
19. Experience with Microsoft Windows, Apple and Android operating system technologies