Job Title: LVL1 Service Desk

Position Overview

The Level1 Service Desk Technician position's primarily responsibility is to provide first level support to Data Storage clients. Additionally, this position will perform routine network systems maintenance. Work items range from remote client user support to routine network administration.

Key Tasks and Responsibilities

- IT Support relating to technical issues involving Microsoft desktop business applications and operating systems
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Basic remote access solution implementation and support: VPN, Client Access, Remote Desktop, LogMeIn,
- Monitor system alerts, notifications and respond according to Data Storage Corp. processes.
- Network and Service documentation maintenance
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages.

Customer Support and Maintenance Services

- Desktop application and operating system management
  - Installation, configuration and troubleshooting
- Network Support
  - Wired
  - Wireless
  - Subnets
  - VLANs
  - VPNs
- eMail management
  - Add, change and manage user accounts
  - SPAM services whitelist/blacklist
  - MS Outlook

Additional Responsibilities:

- Fast turnaround of customer requests
- Work as part of service team and communicate effectively
- Escalate service requests that require higher level support
- Entry & Maintaining service tickets and project tasks within Data Storage Corp. systems
- Awareness of all Data Storage key Solutions and Services

Knowledge, Skills, and/or Abilities Required:
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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 1 year relevant experience working as a support resource
- CompTIA A+ certification or similar certifications are a plus
- Cisco CCNA or similar certifications are a plus
- Interpersonal skills: such as communication, active listening and customer care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Self-motivated with the ability to work in a fast-moving environment
- Basic understanding of networking principles
- Basic understanding of network firewalling/security technology
- Basic Corporate antivirus and cyber security experience
- Troubleshooting fundamentals
    - Ability to break problems down and use a logical process of elimination