

Job Description

Title: Help Desk Technician
Division: Technology Infrastructure
Status: Full-time
Location: Bethesda, MD

Reports to: IT Operations Manager
FLSA Classification: Salaried/Non-exempt
Salary Grade: TBD
Travel: Minimal to none

Purpose: Under the direction of the Manager of IT Operations, the Help Desk Technician provides second level phone and in-person support to users for e-mail, connectivity, networking, operating system, and application issues; responsible for generating support tickets, troubleshooting IT related problems and escalating trouble tickets as necessary to specialized staff for resolution. The Help Desk Technician will also participate in project-based work such as upgrades, installations, etc. and must be effective in interpersonal communication and problem solving.

Essential Duties and Responsibilities:

- Provide exceptional customer service to all users
- Respond to inquiries and requests for assistance from end users via telephone, email and ticketing system
- Analyze/troubleshoot all levels of desktop, application and network issues.
- Document, track and monitor technical issues to ensure timely resolution
- Provide timely and thorough input for regular status reporting
- Provide computer hardware and software setup, repair, upgrading, and troubleshooting
- Perform add/modify/delete of user profiles and accounts
- Assist in help desk documentation
- Phone/AV support
- Mobile support for wireless devices
- Perform other duties and special projects as required

Qualifications:

- Excellent oral and communication skills (client-facing)
- 3-5 years' of relevant work experience managing a Microsoft Domain, Windows Servers, Exchange, VMware, and other mission critical enterprise level systems
- 1+ year of experience supporting users in an Office 365 organization
- Experience with Microsoft Office Suite, Windows 7/10 OS, PC hardware support, Antivirus Software, Imaging.
- General knowledge of Help Desk Tracking database tools (Kace, Jira, etc.)
- Experience developing process and procedures for end-user instructional use
- Experience working with Cloud technologies and SaaS solutions
- Candidate must be a quick learner with exceptional customer service skills

- A pro-active mind-set with a focus on constant improvement and follow through at all levels
- Strong technical problem-solving skills
- In depth knowledge of the Microsoft suite products.
- Ability to take ownership of issues, work independently or escalate as needed, and find creative ways to resolve problems.

Other desired knowledge, skills or attributes:

- Experience with Symantec Endpoint Protection, Nagios Monitoring, KACE and JIRA ticketing systems a plus
- Microsoft, VMware and Cloud Certifications preferred
- Experience in working with or for a MSSP
- Curiosity and strong desire to constantly learn
- A self-starter with the ability to work in a fast paced and ever-changing environment
- Strong ability to balance multiple priorities in a high demand environment

The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:

- Medical and dental insurance coverage
- FSA- health and dependent care expenses
- Telecommuting and work-life balance
- Life insurance
- Short and long-term disability insurance
- Generous paid time off (vacation, sick, floating holidays)
- 401(k) retirement plan
- Competitive base salary
- Discounted gym membership

About Neovera: Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

Neovera is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, disability, military status, national origin or any other characteristic protected under federal, state or applicable law.