

## Job Description

**Title:** Senior Help Desk / SysAdmin  
**Division:** Technology Infrastructure  
**Status:** Full-time  
**Location:** New York, NY

**Reports to:** Manager, Systems Engineering  
**FLSA Classification:** Salaried/Non-exempt  
**Salary Grade:** TBD  
**Travel:** Minimal to none

**Purpose:** Under the direction of the Manager, Systems Engineering, 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 (Tier 1 and 2).
- 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)
- 2+ years of relevant work experience administering a Microsoft Domain, Windows Servers, Exchange administration, Group Policy Orchestration, and other mission critical enterprise level systems
- Experience with Microsoft Office Suite, Windows 10 OS, Server 2012 R2/2016, PC hardware support, Antivirus Software, Imaging.
- General knowledge of Help Desk ticketing systems (ManageEngine, Jira, etc.)
- Experience developing process and procedures for end-user instructional use
- 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
- 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 supporting users in an Office 365 organization a plus
- Experience in working with or for an MSP
- 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

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