Overview/Job Description
The End-user Support Specialist’s role is to provide quick diagnosis and resolution of end-users’ technical problems. This includes; installing, diagnosing, repairing and maintaining all PC hardware and software to ensure optimal performance of the desktop/laptop environment. The person will assist the end-user in resolving technical problems including: printing, phone (office & mobile), network connectivity, malware and assistance with Microsoft Office 2013 Suite. This position requires the ability to prioritize and handle multiple issues simultaneously; excellent customer service skills; ability to troubleshoot technical issues using remote control tools over the phone; participation in on-call rotation for emergency response; and working after normal office hours or on weekends, when required, to service infrastructure that cannot be serviced during normal office hours. The position is homed in our Fairfield, CT office but will require periodic 1-day visits to our Long Island office to support users and systems there.

Essential Functions:
• Assess incoming support tickets and route them to the appropriate work queue utilizing our helpdesk software
• Prioritize and act on end-user support tickets, keeping each updated with current status
• Troubleshoot PC technical issues until resolved or escalate to team for additional assistance
• Assist with office systems backups
• Participate in on-call rotation for production systems emergencies
• Prepare statistical reports using the helpdesk software to track problem resolution versus internal SLA’s
• Make suggestions for infrastructure, PC improvements or end-user education to reduce recurrence of issues
• Perform PC deployments and replacements as necessary
• Maintain inventory of PCs and peripherals for use as spares and or replacements
• Maintain inventory of toner for central and personal printers
• Interface with various vendors to resolve end-user or company issues
• Perform light office infrastructure work such as hanging whiteboards or moving small furniture
• Work on non-end user projects as time and skills allow

Required Skills and Qualifications:
• Associates degree or equivalent job experience
• Minimum of two years performing end-user support in a Microsoft Windows environment
• Top notch organizational, client services and interpersonal skills
• Clear and effective written and verbal communication skills
• A strong and proven ability to prioritize and manage multiple end-user and systems issues at once
• Strong analytical skills and the ability to solve problems independently in the context of PC and end-user support
• Demonstrated knowledge of Microsoft Windows 7 and Office 2013 in a corporate LAN environment
• Demonstrated knowledge of Microsoft Server 2012, user administration, permissions, file-share and printer queue management in an active directory environment
• Clear understanding of TCP/IP networking concepts and troubleshooting techniques
• Able to lift and move up to 50lbs in performing daily duties
• The ideal candidate would also have (although not required)
  o Certifications in IT Helpdesk, end-support or related discipline
  o Experience with Group Policy Objects management in Windows Server 2012
  o Microsoft Windows 7 image creation and maintenance using Windows Deployment Services
  o Basic understanding of Linux administration commands
  o Experience with McAfee Antivirus and Adobe products