

IT Automation

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Level 1 Help Desk Support Engineer

Description

We are seeking a Level 1 Help Desk Support Engineer to provide technical assistance and first-line support for end-users experiencing IT-related issues. This role involves troubleshooting hardware and software problems, responding to support tickets, documenting solutions, and escalating complex issues as needed. The ideal candidate should have strong communication skills, basic IT troubleshooting knowledge, and a customer-focused approach to resolving technical concerns efficiently.

Responsibilities

- Provide first-level IT support to end-users via phone, email, chat, or ticketing systems.
- Troubleshoot hardware and software issues, including desktops, laptops, printers, and mobile devices.
- Diagnose network connectivity issues, including Wi-Fi, VPN, and basic LAN/WAN troubleshooting.
- Manage user accounts and access through Active Directory, resetting passwords, unlocking accounts, and assigning roles.
- Document all support requests and resolutions in the ticketing system (ITSM tools), ensuring proper record-keeping.
- Assist with software installations, updates, and system configurations as per company policies.
- Provide guidance to users on best practices for IT security and system usage.
- Escalate complex issues to Level 2 or specialized IT teams when necessary.
- Follow established IT protocols and SLAs to ensure timely resolution of incidents.
- Perform routine maintenance and system health checks to prevent technical issues.

Qualifications

- Education: Associate or Bachelor's degree in IT, Computer Science, or a related field (or equivalent experience).
- Experience: 1-2 years of experience in an IT support/help desk role or customer service with technical troubleshooting.
- Technical Skills:
 - Basic knowledge of Windows and macOS operating systems.
 - Familiarity with Microsoft Office 365, Active Directory, and ticketing systems (ServiceNow, Zendesk, etc.).
 - Understanding of networking fundamentals, including TCP/IP, DNS, and VPN.
- Experience with hardware troubleshooting, including desktops, laptops, and peripherals.
- Soft Skills:
 - Strong problem-solving abilities with a keen attention to detail.
 - Excellent verbal and written communication skills for user support.
 - Ability to prioritize tasks, multitask, and work under pressure in a fast-paced environment.

Hiring organization

IT Automation LLC

Employment Type

Full-time

Beginning of employment

Immediate

Duration of employment

12+ Months

Industry

Westchester County, NYS

Job Location

10551, New York, New York, USA

Working Hours

8:30am to 5:00pm Eastern Time

Base Salary

\$ 65,000 - \$ 75,000

Date posted

March 26, 2025

Valid through

30.04.2025

- Certifications (Preferred but Not Required):
- CompTIA A+, ITIL Foundation, or Microsoft 365 Certified: Modern Desktop Administrator Associate.

Job Benefits

- 401(k) Retirement Plan
- Comprehensive Health, Vision, and Dental Insurance
- Annual Performance Reviews & Employee Recognition Bonuses
- Ongoing Training & Professional Development Opportunities

Contacts

- Email: info@itautomation.com
- Phone # 919-249-6373 (Work)