

IT Automation

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Workstation Engineer – Support Services

Description

We are seeking a skilled Workstation Engineer – Support Services with a strong background in desktop support, issue resolution, and customer service. The ideal candidate will have 5+ years of experience in desktop and IT support and a bachelor's degree in IT, Computer Science, or a related field (or equivalent experience). This role requires expertise in troubleshooting workstation issues, documenting and prioritizing incidents, and responding to customer escalations. The Workstation Engineer will utilize desktop support tools to monitor, track, and resolve system issues efficiently while ensuring timely responses and resolutions.

Responsibilities

- **Desktop Support & Troubleshooting:** Provide technical support for workstations, desktops, and laptops, diagnosing hardware and software issues and ensuring minimal downtime.
- **Issue Documentation & Reporting:** Use desktop support tools to log, track, and document problem statements, error messages, and resolutions for future reference and knowledge base updates.
- **Customer Support & Escalation Management:** Respond to customer escalations, prioritize incidents, and provide resolutions based on severity and impact.
- **Incident Prioritization & Response:** Effectively manage and prioritize service requests, ensuring high-priority issues receive immediate attention.
- **Software & Hardware Installation:** Install, configure, and maintain operating systems, enterprise applications, security patches, and workstation peripherals.
- **System Performance Monitoring:** Use monitoring tools to track workstation performance, identify potential failures, and proactively resolve issues before escalation.
- **Collaboration & Communication:** Work closely with network engineers, system administrators, and IT teams to coordinate troubleshooting efforts and implement workstation updates.
- **User Training & Knowledge Sharing:** Assist end-users with IT-related questions, provide guidance on workstation best practices, and document FAQs for future support needs.

Qualifications

- **Education:** Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent experience.
- **Experience:** Minimum 5+ years of experience in desktop support, IT helpdesk, or workstation engineering.
- **Technical Skills:**
 - Strong knowledge of Windows, macOS, and Linux operating systems.
 - Proficiency in troubleshooting hardware, software, network, and connectivity issues.
 - Experience with desktop support tools, ticketing systems (ServiceNow, Jira, Remedy, etc.), and remote support applications.
 - Familiarity with Active Directory, Group Policy, and IT security best practices.

Hiring organization

IT Automation LLC

Employment Type

Full-time

Duration of employment

12+ Months

Job Location

10551, New York, New York, USA

Working Hours

8:30am to 5:00pm Eastern Time

Base Salary

\$ 75000 - \$ 85000

Date posted

March 24, 2025

Valid through

30.04.2025

- Soft Skills:
 - Strong problem-solving and analytical skills.
 - Excellent verbal and written communication skills.
 - Ability to work independently and as part of a team in a fast-paced IT environment.
 - Strong organizational skills to document, report, and track issues effectively.

Job Benefits

- 401 (k)
- Health/Vision/Dental
- Annual Appraisal and Best Employee Bonus
- Technology Training and Continuous Improvement

Contacts

Email: info@itautomation.com

Contact # 919-249-6373 (Work)