

Support Desk Administrator LV 2

Full Time position located at MXOtech in Chicago, IL

You must also be a highly organized, customer service and technology focused individual with a positive attitude. We hire only high energetic, positive, team players that love being challenged and are always looking to grow. This person must represent our core values and deliver high-level client support as well as contribute in a big way to our team camaraderie and spirit.

Do you get great satisfaction from contributing to the overall success of the company? Do you enjoy using technology to automate processes? Do you work well under pressure and always show up with a positive attitude? Then please submit your resume, and a short summary on why you fit this description.

We are selective so we care more about finding the right person than rushing to hire just anyone. We offer an inviting work environment with health benefits, paid time off, and more. We work in environments using Connect Wise and LabTech.

We are a Microsoft partner using 80% Microsoft products. Technologies include; Office365, Exchange, Backup and Disaster Recovery, Firewalls, Networks, Server2012R2 and Mobile Devices. The remaining 20% is with Apple technologies and various mobile devices. We manage our client Networks using a Managed Services product called LabTech.

Our unique company benefits include; great healthcare and dental plan options with BCBSIL, Simple IRA and 401k retirement planning opportunities, tax-saving commuter benefits, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations, all in all a modern, cozy, on the edge of the loop type of work environment!

Support Desk Administrator LV 2

Department: MSP

Reports to: Service Manager

Overall responsibility: The MSP Support Desk Administrator LV 2 is responsible for day to day support desk tickets. They are the first point of contact for client initiated tickets. The primary focus is working on tickets within the allowed time frame also respecting SLO. The focus is also to try and prevent further escalations of a ticket and provide first touch resolution. Quality of service and response time is key.

Key areas of responsibility

- Work on day to day LV 2 support tickets
- Infrastructure Troubleshooting from a machine level (Wi-Fi, network connectivity, non-global changes)
- Workstation issues (troubleshooting hardware and software issues)
- User Account/Password management (e-mail, AD, etc.)
- Printing issues (Contacting vendors, workstation troubleshooting, minor changes on printer)
- Assist project management team with projects if help is requested.
- Provide suggestions on how to get a client to MXOtech's standard.
- Assist in client documentation
- Contact 3rd party vendors

Consults with

- Service Manager
- Director of IT
- Project Team
- Support Team

Personal Characteristics:

The candidate must follow instructions well, but also be able to take the initiative. Must have excellent customer service skills and manage time well working with multiple clients at the same time. Should be able to multi-task, prioritize and meet tight deadlines. Should be fair, flexible, get along well with others, and be a good listener. Must be punctual, reliable, and take good notes. Previous MSP or consulting experience is desired.

Please send resume with cover letter, short summary on why you fit this description, and salary requirements to jobs@mxotech.com.