AMBITIONS CONSULTING GROUP

IT Help Desk Technician/Computer Analyst 1 - 2 Years’ Experience Preferred

Ambitions Consulting Group – Albuquerque, NM

Level*: Level 1/Level 2
*Employment Status*: Full Time
*Compensation*: $13 - $20/hr DOE

In this role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and ticket support of client PCs, printers, servers, mobile devices and related equipment. Tasks include end user support, ticket dispatch/tracking, and performing PC maintenance, upgrades and configurations.

Responsibilities

1. Provide Helpdesk dispatch support and resolve problems to the end user’s satisfaction.
2. Monitor and respond quickly and effectively to requests received through the IT Helpdesk.
3. Monitor the Service Desk for tickets assigned to the queue and process based on priority.
4. Modify configurations, utilities, software default settings, etc. for the local workstation.
5. Utilize and maintain the Helpdesk ticketing software.
7. Install, test and configure new workstations, peripheral equipment and software.
8. Maintain inventory of all equipment, software and software licenses.
9. Redirect problems to appropriate resources and identify escalated situations that require urgent attention.
10. Manage client PC setup and deployment using standard hardware, images and software.
11. Complete timely workstation hardware and software upgrades as required.
12. Perform onsite visits as necessary.
13. Assist with completion of project tasks and new system deployments

Education

An Associate degree or comparable experience in the information technologies field preferred. The combination of education and experience may substitute for college degree.

Preferred Requirements
• Experience in providing IT support in a customer focused environment.
• 1-2 years of relevant technical experience.
• Customer service oriented with problem solving ability and adaptability skills.

To Apply
E-mail your cover letter and resume with the position/job title to careers@ambitionsgroup.com