

Help Desk Technician

Erickson Information Services is looking for an awesome candidate to join our help desk. Our help desk is the face of IT. You know the value of providing excellent customer service, and with your engaging personality, your cheerful disposition, and your technical competence, you will shine!

As front-line support, you will interface with customers through various methods; in-person, phone, email, tickets, instant messaging, etc. You will be responsible for triaging, troubleshooting, and fixing customer problems. Your communication skills are stellar!

Duties & Responsibilities:

- Maintain the asset inventory for end user computing devices
- Perform regular inventory audits
- Provisioning computers and other devices for end users
- Patching and updating end user devices
- Equipment installation and moves
- Workspace cable management
- Maintain a clean workspace
- Documenting / updating work processes
- Manage support tickets
- Track time spent on support tasks

Skills & Qualifications:

- Detail oriented
- Experience installing / maintaining / troubleshooting PCs
- Experience with various operating systems:
 - Required: Windows, Android
 - Optional: macOS, iOS, Linux
- Experience with basic operation and troubleshooting of Multi-function Printers
- Understanding of TCP/IP networking as pertains to a LAN
- Quick learner
- Excellent communication skills
- Ability to document work

For confidential consideration, please send your resume to carol.forsberg@precisionaircraft.com.