

## **Job Description: Help Desk Technician**

*Advanced Intelligence Engineering is a Managed Services IT Provider located in Wheaton, IL. AIE services the SMB marketplace in Chicago and the suburbs, providing cutting edge technology support and solutions. The Help Desk Technician provides first tier technical and functional support by telephone, email, remote computer and on-site visits to AIE's client community.*

## **Duties and Responsibilities**

- Monitor and triage incoming tickets and monitoring alerts in AIE's ticketing system
- Install and coordinate repair of a wide variety of computing devices and peripherals on the desktop and attached to network
- Troubleshoot and resolve desktop level issues via remote access tools relating to installation, configuration and functional / technical support including Web browsers, back-ups, wired and wireless setups, printers, email, third party client applications, and Web applications
- Work with other IT vendor technical support organizations to perform root cause analysis and develop permanent solutions to prevent recurring issues
- Coordinate depot support for incoming desktops and laptops
- Provide on-boarding assistance to the network engineering team for new clients
- Complete infrastructure project related tasks, as assigned
- Develop and document technical help desk procedures
- Provide back-up technical support assistance to other technicians on the Help Desk Team as needed

## **Qualifications:**

- 2-5+ years' experience in desktop and/or network troubleshooting and support
- HP/Dell/Lenovo Laptops/Desktops: user setups and migrations to new equipment/troubleshooting
- Experience with Windows OS XP/Vista/7/8/10
- Understand Networking Principles (e.g. DNS, DHCP)
- Understanding of switches, VPNs & remote access technologies
- Candidate must possess excellent written and verbal communication skills
- Currently possess or able to achieve one or more of the following certifications within one year of hire:
  - *Network+, A+*
  - *MCSA: Windows 10 Solutions Associate*
  - *MCSA: Office 365 Solutions Associate*

## **Other Requirements:**

Must be able to pass a drug and criminal background test

- Must have a valid driver's license and reliable transportation
- Must be able to travel to client sites in and around Chicago from time-to-time
- Must be available to work outside normal business hours when necessary
- Must be willing to work as part of an on-call rotation

The job is full-time, salaried non-exempt, and includes health insurance and retirement benefits.

To apply, email a resume and cover letter to [resumes@aie195.com](mailto:resumes@aie195.com).