

**Title: Help Desk Administrator**

A Chicago based IT Professional Services firm located in the West Loop is seeking a Junior to Mid level Help Desk Administrator to join a team of successful Network Administrators and Developers. We are looking for a very customer service oriented individual. This person will be supporting small, medium and large clients while also working with our internal teams and projects. We are a Microsoft certified organization primarily using Microsoft products including Exchange, AD, Windows servers and work stations, IIS, .NET, C#, SQL Server 2008 R2 and SharePoint. We manage our client Networks using a Managed Services product [www.kaseya.com](http://www.kaseya.com) aka MXOtechAgent.

**Primary Job Responsibilities:**

The Help Desk Administrator will be in charge of managing our SharePoint Help Desk site developed by our applications team. This person will be the first point of contact for all client related issues. Creating and maintaining tickets will be a priority as well as managing client appointments. This person will assist our Network Administrators providing first level support for all our clients including workstation support, MS Office support, printer setup and troubleshooting, user network connections, smart phones, remote workplace technologies, documentation, and Kaseya management.

**Skills:**

**The candidates must possess excellent customer service, planning, problem solving, goal setting, quality and time management.** Undergraduate degree from a four-year college preferred. At least one year of relevant work experience with a track record of help desk support. Understanding of hardware (PC's, laptops, smartphones, scanners, etc. and other general office equipment, and software such as Microsoft Office, MS Windows work stations and familiarity with IIS. Ability to administer and troubleshoot client issues while remaining calm and managing time lines. Networking related certification is a plus.

**Technical Skills:**

Familiarity with the following: Microsoft Office applications, Remote Desktop, Windows XP, Vista, and 7, Windows Server 2003, 2008 and 2008 R2, Microsoft Exchange, Microsoft SharePoint, Active directory, DNS, DHCP, Smart phones such as Blackberry, Android, and iPhones, Network printers and scanners, firewalls, wireless routers and access points.

**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.

**Please send resume with cover letter and salary requirements to: [jobs@mxotech.com](mailto:jobs@mxotech.com)**

**[www.mxotech.com](http://www.mxotech.com)**