HELP DESK OPERATOR

Posting ID: Company Website: www.smartcity.com
Company: Smart City Work Location: Las Vegas, NV
Position Type: Full-Time Employment Salary:
College Major(s): Computer Science College Level(s): Undergraduate

OVERVIEW

Position Summary:
Responsible for providing user support and customer service on company-supported systems, applications, and networks. Triage, troubleshoot, and correct or escalate problems and advise on the appropriate action.

Essential Functions and Percentage of Time Spent on Each:
1. Respond to requests for technical assistance in person, via phone, electronically. Diagnose and correct technical hardware and software issues; escalate if necessary. Research questions using available information resources. Advise user on appropriate action. Follow standard help desk procedures. Log all help desk interactions via the Trouble Ticketing system. 80%
2. Possess knowledge of physical data networks, both fiber and copper, knowledge of Internet and IP networks (layer 1 and 2, and limited layer 3), Cisco switch configuration and troubleshooting tasks. Basic knowledge of and troubleshooting ability for 802.11 WiFi networks. Ability to use SSH, Traceroute, Ping, properly configure/troubleshoot TCP/IP configurations on multiple operating platforms, build and test straight and crossover cables, troubleshoot physical connectivity for both fiber and copper backbones and design layer 2 networks. 10%

4. Regular and consistent attendance.

Other Functions:
1. Support all levels of management by handling other assigned duties.
2. Demonstrated ability to multi-task between simultaneous computer applications.
3. Demonstrated high-level of attention to detail and documentation.

Minimum Job Requirements:

Education: AS/AA in MIS, Computer Science, or related field or equivalent experience preferred.

Experience:
Data equipment/data services programming/ installation/ administration/maintenance experience and appropriate certifications is preferred. Software support experience and/or certification. Excellent communication skills in English.
Job Title: Help Desk Operator

Specific Skills: Desirable: Good listener and clearly communicates (written and verbally) in English. High-level of attention to detail and documentation.

Specialized Knowledge, Licenses, etc. MTA, MCSA, CCENT, A+, Network+, Security+. Possess basic understanding of wireless networking technology and protocols, including all 802.11 variants, for this high demand environment.

Supervisory Responsibility, if any: None.

Working Conditions: Work in a typical office environment, typically a cubicle style.

Approval: Manager: ___________________________ Date: ____________

Approval: Direct Report: __________________________ Date: ____________

How To Apply