
DESKTOP SUPPORT AND NETWORK ADMINISTRATOR

POSITION SUMMARY:

The Desktop Support Specialist must have demonstrated ability to independently configure and install desktop and laptop operating systems, install software applications and hardware devices on Information Management systems. The successful candidate will be able to troubleshoot and repair Information Management End-User devices. The candidate will need to organize, prioritize and assist with daily technical support. Tasking includes, but is not limited to, the following:

ESSENTIAL RESPONSIBILITIES:

- Support Windows Operating Systems and MS-Office (Currently Windows XP/2007 and Office 2007) applications in a networking environment.
- Diagnose, troubleshoot and repair problems reported by end users regarding the Information Systems and other hardware that has been provided for their use.
- Diagnose and troubleshoot problems affecting software applications used by end-users.
- Procure, test and install patches, service packs, bug fixes as recommended by IT Manager. Install and configure new hardware including upgrades acquired by client.
- Install software on new hardware and may be required to transfer user data files from old equipment to the new equipment.
- Draft, maintain and follow documentation procedures and processes, as well as, maintenance logs and equipment databases
- May also be required to relocate, install or retrieve computer equipment to/from other locations as directed.
- PDA / Smart Phone configurations

EDUCATION, EXPERIENCE, SKILLS REQUIRED:

- College degree or equivalent, emphasis in computer science
 - 3+ years of work experience in Customer Support, Help-desk and Technical Support related roles.
 - Must be able to support Windows Operating Systems and MS-Office (Currently Windows XP/2007 and Office 2007) applications in a networking environment.
 - Motivated to work in a fast-paced, high growth environment and maintain a high degree of accuracy and flexibility to schedules.
 - Experience of working with cross-functional teams and the ability to gain trust and confidence of internal customers. Values and understands the importance of teamwork.
 - Excellent interpersonal, verbal and written communication skills, specifically in the areas of customer service.
 - High degree of proficiency with the Microsoft suite.
 - This position may require travel & work between office in the greater Seattle / Bellevue area
 - Flexibility of schedule to work off hours
 - MCDST. MCSE a plus.
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