



Tier 1 Help Desk Technician

Do you have a passion helping others with IT-related issues? Prefer to work for a company that would value you as an individual? If you answered yes, this may be the perfect opportunity for you!

ABOUT US

TTG is a seasoned voice, data, and mobile-managed services provider. We are committed to advocating for our clients and want someone who will bring their own positive personality, strengths, and talents to make our outstanding team even more exceptional!

RESPONSIBILITIES

- Work with Remote End Users with a Remote Monitoring and Management system, with the occasional local on-site dispatch
- Utilize a Service Desk ticketing system (AutoTask) to document tickets and troubleshooting steps, escalating to Tier 2 technicians as necessary
- Check Daily backup reports and resolve outstanding issues
- Monitor Workstation utilization, and recommend resolutions as needed
- Workstation setup, based on client specifications
- Provide excellent customer service to all users
- Identify ways to improve technician efficiency in supporting clients

QUALIFICATIONS

Education: High School Diploma or equivalent

Certifications: CompTIA A+ or equivalent preferred

Experience: Microsoft 365 Products and Windows OS is a must
Prior experience with troubleshooting technological issues and Customer Service
Entry-level networking troubleshooting a plus



Job Competencies

- Demonstrated ability to function in a non-scripted environment
- Excellent problem-solving and analytical skills
- Ability to be self-driven and seek answers before escalating issues to Tier 2 technicians
- Comfortability with working without immediate Tier 2 support available, at times
- Ability to develop exceptional client relationships
- Superb time and task management skills
- Ability to multitask
- Willingness to learn and adapt to changing technologies
- Excellent written and verbal communication skills

SCHEDULE

This role requires a predetermined work schedule between 10:30 a.m. – 7:00 p.m., Monday – Friday. We have a hybrid policy that permits work from home after initial training. Must be available to the on-call schedule (post training)

BENEFITS

Flex Time

Paid Time Off

Paid Holidays

Health Insurance

Dental Insurance

Vision Insurance

Life Insurance

Flexible Spending Account

Health Savings Account

Professional Development Assistance

Tuition Reimbursement

401k

Hybrid Work Schedule (post-training)

To apply, please send your cover letter and resume to [Sandy Sheehy](#).