IT Helpdesk System Support Technician / Part Time
Level 1

Reports To
Hardware Team Manager

Position Summary
As a Help Desk System Support Technician, you will work within RSI’s Hardware Team to support and troubleshoot the daily infrastructure and hardware needs of a diverse book of clients. RSI requires a reliable self-starter with exceptional troubleshooting skills. As an RSI Help Desk System Support Technician, you will see tasks through to completion with minimal guidance and take initiative to provide status updates to senior management and clients, as necessary. A qualified RSI candidate possesses superior communication skills, enjoys working in a challenging, fast-paced environment, highly task oriented, and willing to maintain Microsoft Certifications. Candidates must pass a practical skills test prior to being hired at RSI.

Position Requirements
➢ 20 hours or less per week
➢ Available evenings & weekends

Responsibilities and Duties
➢ Provide prompt technical support to customer base on a variety of issues by responding to telephone calls, emails and “in-office” requests. Log all requests and escalate, as necessary
➢ Assist clients with account lockouts & password resets
➢ Provide workstation assistance with email, printing, anti-virus, application issues, etc
➢ Configure and install Windows Desktops for clients
➢ Wipe and dispose of old computers
➢ Maintain up-to-date documentation of systems
➢ Provide basic application training when necessary
➢ Complete monthly client reviews
➢ Assist the Systems Security Specialist with verifying & implementing client security protocols
➢ Additional responsibilities assigned as necessary
Preferred Skills and Experience

➢ Reliable self-starter who takes initiative
➢ Excellent time management skills
➢ Ability to prioritize multiple requests while exceeding customer expectations
➢ Excellent problem-solving/troubleshooting abilities
➢ Respect of confidential client and organization information and intellectual property
➢ Works productively in a team environment
➢ Excels in a fast-paced environment while meeting deadlines and executing responsibilities with minimal errors
➢ Proficient in Windows 10, 8.1, and 7
➢ Knowledge of Microsoft Active Directory
➢ Thorough knowledge of email technologies including Outlook
➢ Familiarity with Office 365 and Azure Preferred
➢ Knowledge of Microsoft Best Practices
➢ Willingness to pursue Microsoft Certifications
➢ Experience in an IT help desk role supporting a Microsoft Windows environment
➢ Clean driving record with valid CT driver’s license
➢ Ability to lift 50 lbs.