Jr Helpdesk Analyst – Tier I Helpdesk Support - Riverside, CA

COMPANY

Acorn Technology Services is a provider of Managed Information Technology Services ("MITS"). We believe that all businesses, regardless of size and industry, are increasingly dependent on information technology, but find the understanding and management of IT to be a distraction from the activities that are essential to their success. Acorn Technology Services offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

GENERAL PURPOSE OF THE POSITION

This position is part of the Tier I Helpdesk Support Team and is responsible for the frontline support of our customers' needs including, but not limited to, troubleshooting hardware, software, and network related issues.

DUTIES

- Provide outstanding service to new and existing customers via telephone and email.
- Assist customers in troubleshooting technical problems.
- Document and respond to customer issues.
- Diagnose, resolve, and escalate critical technical issues to Tier II and Senior System Administration Staff.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required. College coursework or technical training is a plus. Applicable work experience may be substituted for education.
- 1-2 years working fulltime in an IT helpdesk or IT call center environment required.
- Experience with MSP a plus.

KNOWLEDGE, SKILLS AND ABILITIES

- The desire for and ability to learn new skills.
- Ability to quickly assess customer complaint and escalate issue to higher level technician if solution is outside skill set.
- Ability to work independently and as a team is critical in this position.
- Professional telephone communication skills required.
- Technical and troubleshooting knowledge of computers and networks.
- Service-driven personality with strong customer service skills.
- Sound verbal and written communication skills.
- Ability to efficiently manage multiple tasks without frequent supervision.
- Ability to set priorities and solve problems.
- Have solid Windows and/or Macintosh OS experience, both as a user and as a technician.
- Experience with maintaining and troubleshooting domain environment strongly preferred.
- Experience with troubleshooting physical networks and network endpoints beneficial.
- Working troubleshooting knowledge of Microsoft Office applications including Outlook, Word, and Excel.
- Experienced in using Internet Explorer, Google Chrome, Mozilla Firefox, Microsoft Outlook/Outlook Express/OWA, and other internet applications.
- Knowledge of Windows Server 2012+, Microsoft Exchange 2010+ and Microsoft Active Directory a plus.
- Experience with trouble ticketing systems, remote management tools desired.

OPENINGS

Full-time positions available now, with opportunities for advancement. Will require working evenings and weekends. Open until filled. Applicants subject to background checks.

COMPENSATION

$16-21/hour, depending on experience. Plus Benefits.

CONTACT INFORMATION

Principals only. Recruiters, please don't contact this job poster. E-mail resumes to careers@acorntechservices.com--please attach to the email as a PDF or a MS Word document; links are not acceptable. Please reference tracking code 4806034 in your email communication; failure to do so will result in your application not being processed.

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