

## Entry Level Help Desk (Windham, ME)

Troubleshoot information technology issues, including software, hardware, and networking. Install and update desktops, laptops, PDAs, peripherals, networks, and related software.

### Responsibilities:

- Answer incoming support request via phone and email
- Monitor status of servers, network appliances, and nightly jobs
- Troubleshoot network connectivity problems
- Set up and support email clients/protocols
- Address Virus/Malware infections
- Utilize remote connectivity software for support
- Assist clients with network sharing and permission issues
- Research issues with workstations and servers
- Respond to monitoring alerts for offline services
- Other troubleshooting activities as needed

### Minimum Qualifications:

Qualified candidates should have strong problem solving and communication skills and knowledge of desktop computers, operating systems and applications. One year's experience in a technology or service-related field is required.

### Preferred Qualifications:

Ideal candidate has great troubleshooting and people skills with previous IT support or helpdesk experience. Must be able to troubleshoot problems effectively over the phone, and support a broad range of hardware and software. Must be self-motivated and able to learn new technologies. Must be experienced with current Windows operating systems. Mac and Unix are a plus.

### About Us:

SystemArchitecture.NET offers an exciting and fast-paced environment, team-oriented atmosphere, and a competitive benefits package. Interested applicants, should email a resume with a cover letter outlining your experience and salary requirements:

hr@systemarchitecture.net

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