ATTENTION

Computer Technology Majors & Information Technology Majors

UR Lab for Laser Energetics is hiring a full-time IT Service Desk Tech

About
The University of Rochester’s Laboratory for Laser Energetics (LLE) is a unique national resource for research and education in science and technology. LLE was established in 1970 as a center for the investigation of the interaction of intense radiation with matter.

Position
We are currently hiring a Service Desk Technician to provide technical assistance in our highly diverse research facility. This person will answer questions on basic technical issues and offer advice on how to solve them. An excellent Service Desk Technician must have good technical knowledge and be able to communicate effectively to understand the problem and provide a solution.

Duties & Responsibilities
• Serve as the first point of contact for employees seeking technical assistance.
• Perform troubleshooting to resolve issues.
• Create and manage tickets within Service Desk ticketing tool.
• Call logging and monitoring open tickets to resolution.
• Documents, tracks, and monitors the problem to ensure a timely resolution.
• Direct unresolved issues to the next level of support.
• Pass on any feedback or suggestions by employees to the appropriate internal team.
• Troubleshoot basic network and connectivity issues.
• Perform system deployments and employee onboarding tasks.

Education/Experience
• 2 year Associates degree in Computer or Information Technology required.
• Experience with Microsoft Windows OS, 2 years preferred.
• Experience in IT Troubleshooting, 2 years preferred.
• Previous Service Desk and trouble ticketing system experience preferred.

Preferred Requirements
• Knowledgeable of Windows 7, Windows 10, Office 2016/365 (Outlook).
• Web browsers such as Internet Explorer or Google Chrome, common printer issues, mobile devices, and general computer hardware troubleshooting skills.
• Knowledge of Linux desktop, Mac OS and iOS a plus.
• Previous Service Desk and trouble ticketing system experience preferred.
• Proven customer service skills.
• Strong organizational and time management skills.
• Must be able to work independently and in a team environment.

How to apply:
Please send your Resume, Cover Letter, and MCC M# to:
Joe Snowden at jsnowden4@monroecc.edu