



IT Help Desk Analyst

For more than 21 years, Enseo has elevated technology experiences in public places including hotels, schools, and senior living communities. Enseo is a dynamic and fast-paced technology provider that is transforming industries with emerging digital products.

General Description

In addition to the administration duties of this role, the IT Help Desk Analyst provides first and second line technical support to internal staff. The successful candidate must display an aptitude for working with multiple applications to analyze, diagnose and resolve staff problems ranging from straightforward to technically complicated.

Coverage includes the Enseo HQ site as well as remote users at other offices and home workers. If you seek a phenomenal opportunity to contribute to enterprise success and be challenged to develop as a professional, then this is a perfect opportunity.

Qualifications

- An ITIL qualification is preferable
- MCP certification is desirable
- Self-motivated achiever who gains satisfaction from providing excellent customer service

Requirements

- Excellent communication and organizational skills (in person, emails, phone calls)
- Minimum of 2 years previous IT Service Desk experience required
- Incident Management experience – Managing incidents including business expectations and communication
- Strong knowledge of Microsoft based operating systems with emphasis on Windows 10 and Office 365
- MAC operating systems experience highly desirable
- Experience with using and troubleshooting Outlook within a network environment (permissions, calendar sharing, delegation)
- Ability to lift over 20 lbs.

Responsibilities

We will rely on your arsenal of skills and talents to perform the following:

- You will:
 - Basic User & Security Group Active Directory administration
 - adhere to all service management principles, maintaining high degree of customer service
 - create user accounts, reset passwords, create groups etc.
 - on/off-boarding employee equipment and application installation requirements

- act as a single point of contact for staff IT, taking ownership of issues and queries (via calls and emails) on behalf of the user and communicate progress in a timely manner
- log and manage all calls/emails in the Help Desk Call Logging system (Zendesk)
- provide stats for the weekly Help Desk report on call trends
- provide basic in-house training in MS Office applications used within the company (Word, Excel, Outlook, PowerPoint)
- publish support documentation to assist staff with requests for information and provide staff training if required
- maintain an Asset Database and track changes
- troubleshoot basic network issues such as ADSL broadband issues
- manage network user home directories and departmental drive access and permissions as required
- escalate unresolved calls to the infrastructure support team
- mobile phone account management and provision:
- arrange for external technical support where problems cannot be resolved in house

Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay and an extensive benefits package including paid time off, medical, dental and vision benefits. Plus, we work to maintain the best possible environment for our employees and strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Enseo is an equal opportunity employer and a certified woman-owned, minority-owned, and HUB business.

Please send resume to Katy Ericson, Vice President of Human Resources at kericson@enseo.com