

United States Jobs Expertini®

Information Technology Field Technician

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Company: ITC Infotech

Location: Bloomington

Category: other-general

ITC Infotech is looking for **Deskside engineer** to join the **US Team**.

Location: Bloomington, MN This role requires the candidate to be on premises during regular Business Hours.

Salary Range: 40,000-50,000 USD Per annum as a base salary.

Your X-Factor:

Work Ethic: You are a consummate professional.

Aptitude: You have an innate capacity to transition from project to project without skipping a beat.

Communication: You have excellent written and verbal communication skills for coordination across projects and teams.

Impact: You are a critical thinker with an emphasis on creativity and innovation.

Passion: You have the drive to succeed paired with a continuous hunger to learn.

Leadership: You are trusted, empathetic, accountable, and empower others around you.

What you'll do:

You will provide customer facing end-user support that includes:

1. Support for Laptop, desktop, tablets and associated hardware peripherals

2. Support including large scale/bulk office moves/re-stack activities (all moves)
3. Support for Operating System, base load software, MS Office suite and other business application
4. Support for the Imaging devices (print/scan/copy/fax) that includes printers and MFDs
5. Access related issues with password and security, application configuration and troubleshooting, and general inquiries
6. Support for the Mobility devices (Android/iOS/iPhone/iPads)
7. VIP support
8. Support end user systems on approved tickets.

You will enter and manage all incidents in the incident management system and act as a liaison between customers and technical escalation teams.

You will energetically follow-up on open incidents and problems and provide status updates and feedback to end users while problems are being investigated.

You will prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.

You will apply diagnostic utilities to aid in troubleshooting.

Must Haves:

6 years of technical experience in Desktop and Technical Support, Service Delivery.

Experience with Microsoft outlook, basic networking, Intune, MS Teams, Print and Azure skills.

Experience with Ticket creation / Categorization / Prioritization.

Experience with Incident resolution and Ticket closure.

Nice to Haves:

Grad. Degree in Computer Science, Information Technology, or an equivalent combination of education or experience.

Technical Certification (Microsoft/HP/Dell) and ITIL Certification would be an added advantage for this role.

Our Mission:

██████████ a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. We provide technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

ITC Infotech is an Equal Opportunity Employer. We believe that no one should be discriminated against because of their differences, such as age, disability, ethnicity, gender, gender identity and expression, religion, or sexual orientation. All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law. ITC infotech is committed to providing veteran employment opportunities to our service men and women.

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