

United States Jobs Expertini®

ServiceDesk Level II

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Company: MX Technologies Inc.

Location: Lehi

Category: computer-and-mathematical

Life at MX

We are driven by our moral imperative to advance mankind - and it all starts with our people, product and purpose. We always carry a deep sense of drive and passion with us. If you thrive in a challenging work environment, surrounded by incredible team members who will help you grow, MX is the right place for you.

Come build with us and be part of an award-winning company that's helping create meaningful and lasting change in the financial industry.

We have an immediate need for an internal IT support ServiceDesk Level II. The SD II will report to the IT Service Desk Lead. The primary responsibility of the SD II is to handle both hierarchical and functional escalations from the SD I team. In addition, the SD II will be responsible for maintaining end user devices such as laptops, desktops, tablets, mobile hotspots, etc.

Job Duties

Provide internal support for IT questions, incidents, issues, and requests

Escalation from Service Desk I

Escalate to Service Desk III and System Administrators

IT inventory, asset tracking, and organization

Shipping and receiving IT equipment such as laptops and monitors

Setup and troubleshoot AV equipment; provide support, training and assistance for audio visual equipment in conference rooms, in open use areas and for company meetings

Setup employee workstations and peripherals

Employee onboarding and training on how to access and use company systems

Create knowledge articles for common questions or processes

Work with Procurement team for purchasing IT equipment and software

Keep up-to-date on new technologies

Basic Requirements

Demonstrate a proactive attitude towards projects, users, and systems.

Two or more years of technical experience

Strong knowledge and experience with Windows, macOS, iOS & Android

Experience supporting Google Workspace

Familiarity operating audio and video equipment

Experience supporting network printers

Experience using Endpoint Management tools such as JAMF and Intune

Networking services & technologies such as VPN, DNS, IP addressing, network cabling

Ability to diagnose & troubleshoot technical issues

Incident Management System (ServiceNow).

Work Environment

At MX, we utilize a hybrid work model. However, certain roles require employees to be in the MX headquarters to fulfill their job requirements. **Employees in this position will work from the MX offices in Lehi, Utah, in a typical office environment.** Both local and remote employees can take advantage of our incredible office space with onsite perks like

company-paid meals, onsite massage therapist, golf simulator, and meditation room to name a few.

Compensation

The expected on-target earnings (OTE), which is comprised of an hourly base and other forms of cash compensation, such as bonus or commissions is currently \$21.63 to \$25.96.

This pay range is just one component of MX's total rewards package. MX takes a number of factors into account when determining individual starting pay, including job and level they are hired into, location, skillset, peer compensation.

**Please note that this position does not accept sponsorship candidates at this time. Only US-based candidates who are authorized to work in the US without sponsorship, now or in the future, will be considered for this role.

MX is proudly committed to recruiting and retaining a diverse and inclusive workforce. As an Equal Opportunity Employer, we never discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, military or veteran status, status as an individual with a disability, or other applicable legally protected characteristics. We particularly welcome applications from veterans and military spouses. All your information will be kept confidential according to EEO guidelines. You may request reasonable accommodations by sending an email to hr@mx.com.

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