



HugoWren: Service Desk Engineer Level 2

Position Overview

Our client, located in Soho, NY is recognized for its influence on streetwear culture, with products that cater to skateboarding and urban fashion trends. The company makes skateboards in addition to clothing and accessories.

They are currently searching for a Service Desk Engineer to become a valuable member of their team. The ideal candidate would conduct thorough research to devise innovative solutions for complex problems, onboarding new devices and employees within specified timelines. Managing multiple tasks with a strong sense of ownership, providing daily assistance to clients, and promptly addressing security issues.

Are you the go to person for tech help in your circle of friends? Are you a gear head? A tinkerer? Do you have to know how things work? Let's chat!

Key Responsibilities

- Offer onsite and remote support to end users.
- Configure new workstations for users and facilitate new hire training.
- Address advanced network connectivity issues, escalating when necessary.
- Collaborate with senior-level technicians to resolve complex problems.
- Respond to tickets promptly, ensuring compliance with SLAs.
- Efficiently coordinate with third parties to resolve technical issues.

Requirements

- Proficient in supporting macOS, iOS, and Windows platforms.
- Basic knowledge of networking concepts
- Understanding of Office 365 Administration

Desired Attributes

- Excellent communication skills in person, via email, and on Slack.
- Demonstrates a strong sense of ownership for tasks and responsibilities.
- Detail-oriented, task-driven, and focused on achieving results.
- Demonstrated ability to think creatively and generate original ideas.
- Can-do attitude and energized by learning new things.

Benefits & How to Apply

Benefits include a Medical, Dental, Vision , Life, STD, LTD, commuter discounts & 401K with a company match.

A Slice of HR is working with this client on a retained search basis. If you meet the qualifications and want to join this team of talented individuals, please send your resume to tiesha@asliceofhr.com.

