

Service Desk Engineer Level 2

Position Overview

Are you ready to start a new career?

Does the prospect of aligning with a high-end fashion label excite you? Are you ready to thrive in a fast-paced setting? Do you aspire to be the trusted expert for resolving technical issues with agility? If so, join our dynamic team as a **Service Desk Engineer Level II** and be the hero who saves the day for our users!

Our company, settled in Soho, NY, stands as a beacon of influence in the realm of streetwear culture. Our offerings are a nod to the skateboarding scene and the rhythms of urban style. Beyond iconic skateboards, our repertoire extends to an eclectic mix of clothing and accessories.

The ideal candidate is someone who dives deep into research, crafts cutting-edge solutions to intricate challenges, seamlessly integrates new devices, and welcomes new team members within precise timeframes. This role demands juggling a variety of tasks with unwavering ownership, delivering consistent support to our clientele, and swiftly tackling any security concerns that arise.

If you have a passion for technology, a knack for problem-solving, and a desire to make a real impact, 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 (3+ years of experience)
- Proficient in supporting Windows platforms.
- Basic knowledge of networking concepts
- Understanding of Office 365 Administration

Desired Attributes

- Excellent communication and customer service 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.

Further Information

With decades of experience, we represent the finest of business accelerating technology companies. Reaching across the nation with experts in a variety of disciplines we provide the catalyst to make your business thrive.

Benefits & How to Apply

Competitive benefit package includes 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. Ready to take the leap? Apply now and start your exciting journey with us! Please send your resume to tiesha@asliceofhr.com.