

Job Description
IT Helpdesk Technician

Type of Job – Full Time – Non-Exempt
Location – Swanzey, New Hampshire

Job Summary

The IT Helpdesk Technician is part of the IT team dedicated to supporting Nanotech’s IT infrastructure. This position is responsible for providing basic technical assistance and support to internal customers; diagnosing computer systems, hardware and software issues. The IT Helpdesk Technician will respond to queries, run diagnostic programs, isolate problems, and determine and implement solutions, to ensure that all systems are working properly.

Core Responsibilities/Duties

- Serve as the first point of contact for internal customers seeking technical assistance.
- Monitor and respond timely and effectively to IT related requests.
- Provide technical assistance and support for concerns and issues related systems, software and hardware.
- Document internal procedures.
- Ask questions and listen to internal customers in order to determine the root cause of issues.
- Run diagnostic problems to resolve problems.
- Direct unresolved issues to Management.
- Identify and suggest improvements to processes and procedures.
- Clean-up computers.
- Report significant and reoccurring issues to Management.
- Resolve problems with local area network provider.
- Collect feedback to determine patterns and issue; to find a solution to the problem.
- Ability to complete specific tasks associated with basic IT projects.
- System analysis and troubleshooting.
- Perform other related duties as assigned in accordance with overall job responsibilities.

Education and Experience

- Associates degree in Computer Science, or related field and 0 - 5 years of work experience.
- Tech savvy; with a solid understanding of computer systems, mobile devices and other tech related products.
- Efficient and effective troubleshooting skills and root cause analysis.
- Experience at diagnosing and resolving basic technical issues.
- Computer proficiency in MS Office Suite.

Competencies

- Excellent interpersonal skills; both written and verbal communication.
- Self-motivated and work independently, or as part of a group.
- Excellent organizational skills, with attention to detail.
- Maintain professionalism with all visitors and guests.

To apply for this position, please send your resume to: careers@nanotechsys.com