

Desktop Support Technician



Position Description

We are actively seeking a Desktop Support Technician to join a team of IT Professionals who provide technical assistance and support for computer systems, hardware, mobile devices, and software. The ideal candidate possesses strong communication skills, analytical abilities, sound judgment, and the ability to manage a multitude of competing priorities. This position will interact with all levels of the organization, meaning they must have a professional presence and communicate effectively across the entire organization.

Title Desktop Support Technician

Location Northbrook, IL

Company

Liventus offers a complete array of consulting and development services to businesses and corporations worldwide, including custom software development, ecommerce, mobile technology solutions, and more. The growing company is always looking to add professional, dedicated, and energetic members to the team. Liventus accepts resumes on a daily basis for full-time and internship positions.

Job Responsibilities

- Provide daily Level 2 support for various infrastructure / desktop support systems.
- Provide face-to-face or remote end-user support.
- Support and maintain user account information including rights, security, and system groups.
- Setup, install, maintain, and troubleshoot end-user hardware and software.
- Setup and deploy new desktop and laptop computers, including peripherals.
- Perform preventative maintenance on computer equipment.
- Setup and support network and local printers.
- Provide support for mobile devices.
- Work with vendor support teams for incident resolution.
- Participate in development of client training programs by identifying learning issues.
- Identify and provide input on unique or recurring end-user problems.
- Follow up on open tickets to ensure proper response and satisfactory resolution.
- Keep detailed documents regarding problems and solutions, while keeping the customer updated on the status and resolution times.
- Complete special projects as assigned.
- Follow and update IT team knowledge base.
- Provide incident routing and escalation to other teams within the organization using the Help Desk application.
- Inventory and maintain IT equipment (desktops, laptops, printers, scanners, monitors, and desk and smart phones).

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How To Apply

- Visit careers.liventus.com, fill out the form and attach your resume.

Contact Liventus

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Liventus

Qualifications

- Excellent written and verbal communications skills, with the ability to effectively communicate at multiple levels within the organization.
- 2-3 years of Desktop Support experience with PC-based hardware and software.
- Demonstrated problem solving abilities.
- Hands-on knowledge and proficiency with ticketing systems.
- The ability to work well in a team atmosphere.
- Ability to prioritize multiple support requests.
- Experience with remote access tools.
- Support knowledge of the following technologies, Microsoft Windows operating systems, Microsoft Office, Active Directory, network and local printers, Anti-virus, VoIP desk phones, mobile devices, network connectivity, remote access, email clients, web browsers, deploy of new computers, data transfer, DNS, and DHCP.
- Microsoft Certification is a plus.

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