

Service Desk Specialist

Job Summary/Objective

The Service Desk Specialist (SDS) is responsible for providing technical expertise to the Managed Services Division through the Service Desk Department. The division is comprised of client services, field services, service desk and NOC team members including trusted contractors and vendors.

The SDS role involves participating as a tier 1 technical team member across the Service Desk Team. With a focus on client satisfaction within the service desk department, and continuous improvement through the client experience, this person is committed to helping our team achieve their department's goals efficiently and effectively. They will be responsible for ensuring the highest level of service quality, client satisfaction, and ticket efficiency within our MSP.

The employee will have a positive attitude and the ability to work with minimal management in a team environment where every member is an important part of the company's success. All employees will adhere to the company's core values and align themselves to the company's vision and mission.

Duties and Responsibilities

- Provide clients with the highest level of professionalism to provide top-tier experience.
- Act as a tier 1 resource for the department's reactive tickets queue.
- Understand client requests and react according to severity and escalation needs.
- Achieve 95% CSAT consistently as an individual metric.
- Achieve 65% first call resolution rate.
- Perform client resource onboarding and offboarding requests.
- Utilize the ticketing system to work on and resolve tickets and requests.
- Ability to keep detailed notes on tickets and meet ticket SLA requirements.
- Follow the documented processes throughout the entire ticket life cycle
- Utilize the remote monitoring and management solution to aid in the completion of Service Delivery incidents and requests.
- Ability to interact with outside vendors to resolve support issues.
- Create, update and maintain Client Documentation in the Documentation Management System.
- Escalate tickets that require additional support from Service Delivery Management.
- Document and account for all time worked within the ticketing system.
- KPIs include CSAT, Resolution Time, Escalations, SLA Breach, Kill Rate, Ticket Bleed and Utilization Rate.
- Adhere to service desk procedures and company security protocols.
- Participate in the On-Call rotation as a technical resource.
- The company reserves the right to add or change duties and responsibilities at any time.

Qualifications

- Demonstrates professionalism, discretion, and good judgment in all interactions with co-workers, clients, and others.
- Takes initiative and possesses the ability to work independently.
- Strong decision-making, detail-oriented and outstanding project management skills.
- Demonstrates excellent time management.

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- Passion for delivering remarkable client experience and success.
- Proven analytical and creative problem-solving abilities.
- Self-motivated, reliable, and punctual.
- Ability to multi-task, pivot and adapt to changes quickly.
- Demonstrates excellent verbal and written communication skills.
- Understanding of support tools, techniques, and how technology is used to provide IT services.

Requirements

- Experience in operating in a service focused department with the highest levels of client satisfaction as the core goal.
- Experience in multiple technologies including physical and virtual infrastructure, networking components, and Microsoft environments.
- Minimum 2+ years of experience within relevant IT fields.
- Experience working for a Managed Service Provider (MSP) or IT Service Providers.
- Experience in configuring and managing of network Infrastructure including firewalls, switches, wireless access points and VPN technologies.
- Experience in configuring and managing Enterprise Infrastructure including Hyper-V or VMware (ESX/vCenter), Virtual Desktops and other hardware including physical servers and storage appliances.
- Experience in configuration and support of major Microsoft technologies including Entra ID, Intune, Office365, Azure, SharePoint, Teams and on-premises operating systems.
- Familiarity with MSP tools like Autotask PSA, Datto RMM and BCDR, BrightGauge and Hudu.
- Familiarity with security technologies, risk management and industry frameworks or standards such as CIS, NIST and SOC2 or similar.
- Associate or bachelor's degree, in computer science, information sciences, or related field preferred.
- Experience using Legal Technology such as iManage and NetDocuments a plus.
- Experience with virtual desktop, DaaS or Windows PC a plus.
- Current Microsoft Certificates & CISCO Certifications a plus.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is regularly required to sit while using their hands to control a computer or other technologies. The employee is occasionally encouraged to stand, walk, and stretch with hands and arms.