

## ROLE DESCRIPTION

<b>ROLE TITLE:</b>	Junior Help Desk Technician
<b>HOURLY PAY:</b>	Negotiable
<b>HOURS OF WORK:</b>	Full Time
<b>DEPARTMENT:</b>	Service Delivery
<b>RESPONSIBLE TO:</b>	Service Delivery Manager

## WHY WORK WITH US

cyberMIND is a leading provider of technology solutions to small and mid-sized businesses.

As a Technology Service Provider (TSP), we provide a variety of technology services to businesses and organizations. These services can include everything from IT support and maintenance to cybersecurity and cloud computing.

- **Exposure to a Variety of Technologies:** You will work with a wide range of clients and industries, which means that you get to work with different technologies and learn about new ones. This can be a great way to expand your skill set and stay up-to-date on the latest trends in the industry.
- **Professional Development:** We offer training and development programs to help employees grow and advance in their careers. This can include certifications, workshops, and other educational opportunities.
- **Collaborative Work Environment:** We work as a team, which means that you have the opportunity to collaborate with others and learn from your peers. This can be a great way to build relationships and develop new skills.
- **Job Stability:** We have a steady stream of clients, which means that you can enjoy job stability and security.
- **Opportunities for Advancement:** Because we work with a variety of clients and industries, there are often opportunities for you to take on new roles and responsibilities.

Overall, working with us can be a great way to build your career in the technology industry. Whether you're just starting or looking to take the next step in your career, we can offer a variety of benefits and opportunities for growth.

# ROLE DESCRIPTION

## OVERVIEW

The number one goal of everyone on our team is to make our Clients exceptionally happy. The **Junior Help Desk Technician** plays an important role in making sure that happens.

The **Junior Help Desk Technician** handles the first-level support requests that come in from our Clients. They are the first to touch a helpdesk ticket and make sure that the issue is handled quickly and the Client is informed of what to expect every step of the way.

When help is needed the **Junior Help Desk Technician** can get help from or escalate issues to other members of the **Service Delivery Team**.

## RESPONSIBILITIES & TASKS

### CUSTOMER SERVICE

- ✓ Providing a first point of contact for customers through our help desk, be that via phone, email, text or ticket
- ✓ Delight our Clients with a Friendly, Quick, and Helpful Experience
- ✓ Provide the Client with basic remote troubleshooting

### USE OF OUR TICKETING SYSTEM

- ✓ Use our Ticketing System to work on and resolve Help Desk Tickets & Service Requests
- ✓ Managing and recording all work through our Ticketing System
- ✓ Make sure that Client Documentation is well maintained
- ✓ Split tickets that have several issues into separate tickets.
- ✓ Make sure that tickets aren't "stale" throughout the process

### USE OF OUR MONITORING & MANAGEMENT TOOL

- ✓ Review the RMM dashboard and apply remediation actions as indicated by our Processes
- ✓ Review regularly scheduled/automated actions as indicated by our Processes

### PROJECT WORK

- ✓ From time to time the projects team will need additional resources to help deliver projects either on-site or remotely. When opportunities arise the L1 Technician may be required to help with project delivery

### COMMUNICATION, REPORTING & RISK

- ✓ Escalate tickets that require Senior Help Desk Engineer support
- ✓ Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue

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- ✓ Submit Timesheets & Expense reports as indicated on their SOPs
- ✓ Identify, Communicate, and Mitigate potential risks to the **Service Delivery Manager** and Clients

## TEAMWORK

- ✓ Follow the schedule provided by the Service Delivery Manager or Service Coordinator / Dispatcher
- ✓ Follow Standard Operating Procedures (SOPs) for daily/weekly recurring tasks
- ✓ Follow all our Security Procedures and Keep a Vigilant Eye for Security Issues
- ✓ Identify opportunities for improvement and make constructive suggestions for change
- ✓ Contribute to the process of innovative change effectively
- ✓ Undertake other duties as required by the **Service Delivery Coordinator, Service Delivery Manager, or CTO**

## SKILLS AND ATTRIBUTES

### DESIRED

- ✓ A love of (and ability to) Solve Problems & Challenges
- ✓ Great Communications skills, founded in being a good listener
- ✓ An understanding of support tools, techniques, and how technology is used to provide services
- ✓ Strong understanding of operating systems, business applications, printing systems, and network systems
- ✓ Must be able to type quickly and accurately while talking on the phone
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Knowledge of IT Applications, Software & Hardware
- ✓ The ability to speak both Geek **and** human
- ✓ Great Communications skills, founded in being a good listener
- ✓ IT literate – Advanced user level
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ The ability to speak both Geek **and** Human
- ✓ The ability to keep up with & adapt to the fast-paced IT world

### NICE TO HAVE

- ✓ Experience using a Ticketing system / RMM Tool and PSA software
- ✓ Experience providing support via remote tools
- ✓ Experience handling Technical Service Tickets
- ✓ Experience and knowledge of working with the Microsoft 365 Platform
- ✓ Professional IT Certifications such as Microsoft MCP, MCSA or MCSE, ITIL, ITSM, etc.

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- ✓ Client Experience Certifications such as Help Desk Habits etc.
- ✓ Experience working either on a Help Desk or for a Managed Service Provider (MSP) / IT Support Business.

## PERKS

- Get your birthday off 🥳
- Generous incentives for reaching Team and Company Goals
- An easy-going environment and culture (we all enjoy what we do)
- The flexibility to work from home (we run a Hybrid office)
- Flexible schedule
- High-Powered Laptop
- A Proactive Approach to Ongoing Training to help you develop life-long skills

## CAREER GROWTH

For someone looking to progress their role, the **Junior Help Desk Technician** naturally leads into roles such as the Level 1 Help Desk Technician, Level 2 Help Desk Technician, Senior Help Desk Technician, Network Engineer, Solutions Architect, Account Manager, Virtual CIO, CTO, or Service Delivery Manager.