

Help Desk Analyst

Dallas, TX 75211 US (Primary) Job Type: Full-time

Hardie's is actively recruiting for new Team Members in our 1st tier Helpdesk as a **HelpDesk Support Analyst** at our HQ in Dallas, TX. The HelpDesk is the initial point of contact for our user's support issues through our Spiceworks helpdesk system. *Primary Responsibility:* To gather customer information and determine the issue by analyzing the symptoms and figuring out the underlying problem. Once the underlying problem has been established, the Analyst can begin applying basic level troubleshooting solutions in order to resolve the issue or direct the call to the appropriate department/specialist for the quickest resolution.

Additional duties include:

- Resolve help desk issues including troubleshooting hardware and software issues
- Perform user administration duties with security profiles
- Maintain system monitoring solutions and escalate issues as necessary
- Analyze problems/issues/inquiries, assign severity levels to the appropriate issues and follow through with a resolution
- Use of network test equipment, and pull/terminate network cables as needed
- Perform network troubleshooting to isolate and diagnose common network problems remotely and on-site
- Provide overnight and weekend coverage in a rotation schedule with other Help Desk team members.
- Stage and deploy desktops, laptops, tablets, cell phones, and data cards to our user community

Job Requirements

- **Previous experience as a Help Desk Technician**
- Previous experience working escalated issues with support staff
- Excellent written and verbal communication with the ability to clearly communicate technical information to non-IT personnel
- Working knowledge of Windows 7/10 OS, MS Active Directory, Windows servers
- Working knowledge of MS Office Products and Google G-Suite
- General knowledge of mobility/wireless/Phone connectivity
- General understanding of Windows administration /remote network connectivity
- Ability to support hardware like Desktops/Laptops/Tablets/Printers
- Support ticketing system knowledge
- Strong documentation and problem resolution skills
- Superior customer service and listening skills
- Willingness and adaptability in tackling a variety of tasks; must be hands on
- Ability to self-start and take assigned problems to resolution independently
- A+ certification a plus

Move to the head of the line if you have technical certifications, Linux knowledge, or ChromeOS experience.

Bilingual is a Big Plus

Starting salary range of 33k-40K, Salary will be based on user experience and skillset.

Position will report to the IT Manager, and there will be some travel required within the state of Texas to one of our 4 locations as needed. Education will be encouraged on our team as we continue to evaluate new technology and we are looking for a team member to help grow with our team.

We offer a friendly, yet challenging family-owned environment with career advancement opportunities. We also offer 401k, health, dental, and vision benefit plans to all permanent full-time employees. Residency Requirements: US Citizens or parties authorized to work in the US are encouraged to apply. We are unable to sponsor at this time.

To be considered for this career opportunity, please submit your resume (in PDF format) and in confidence to itjobs@hardies.com