



QuinStreet ●●● 10400 Linn Station Road, Suite 100 ●●● Louisville, KY 40223

Job Description: IT Help Desk Technician

We're looking for an IT help desk guru to provide internal support for employees and contractors. Candidates should have a mix of technical and customer service skills, and be passionate about technology and helping people. We support both Macs and PCs, BYOD, printer, faxes, copiers, etc.

Basic Function/Responsibilities:

- Handle Tier 1 help desk escalations through tickets or phone
- Follow up on outstanding requests and ensure timely resolution
- Create accounts and configure hardware as part of on-boarding process
- Support audio and video equipment in conference rooms
- Manage and monitor internal assets to ensure accurate inventory records
- Other duties may be added and/or assigned as needed

Required Experience:

- Windows 7, Mac OS X, Google Collaboration Apps and Office 365
- Active Directory maintenance and Exchange 2007 & 2010
- Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android)
- Client PC connectivity - ethernet, TCP/IP and VPN
- File server knowledge
- Experience with Ghost, BigFix, and McAfee desktop security products
- Strong customer service and troubleshooting skills
- Ability to communicate technical information, both verbal and written, to a wide range of end-users
- 2 years+ experience working in a Windows/Mac environment

The attached zip file includes:

- Intro Page.pdf
- ITHelpDeskTech.doc