



Title: Help Desk Lead
Location: Anchorage, Alaska
Status: Full-Time Non-Exempt
Pay: DOE
Application Deadline: Until filled

POSITION SUMMARY:

TDXNet is seeking a highly motivated Help Desk Lead Technician to develop, lead, and motivate a team of Help Desk professionals to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness within the organization's budget. This position has frequent contact with customers, direct reports, peers, and independent vendors.

Basic responsibilities of the Help Desk Lead include but are not limited to:

- Demonstrate and maintain current knowledge of industry trends and potential impact on the IT support business.
- Learn about and display an understanding of potential and existing customer base and their business needs.
- Develop and manage a performance measurements framework for trouble tickets, inquiries and equipment requests while facilitating a feedback system to team members placing performance emphasis on customer service, communication, technical skills and quality assurance. Practice Total Contact Ownership.
- Procure and manage equipment, tools, and other resources to ensure delivery of prompt, reliable Help Desk support to customers.
- Resolve escalated customer and vendor issues.
- Support and encourage enhanced cooperative interdepartmental and vendor relationships and communications.
- Resolve daily issues of a complex scope that impact the team and overall business objectives.
- Encourage personal excellence in a positive and constructive manner for all Help Desk team members.
- Develop and track team member career development goals including regular monitoring, mentoring and coaching.
- Create and maintain training and certification programs for each team member focused on increasing business growth by delivering superior customer service with exceptional technical knowledge.
- Participate in team and individual performance assessments with Executive Management.
- Develop and update plans for new product/service releases.
- Prepare the Help Desk team for delivery and support of new product/service releases.
- Participate in the development of a service level agreement [with internal and external customers?] and ongoing management of service level compliance [with that agreement, contract terms or other regulations?].
- Lead and participate in special long and short term IT projects.
- Ensure complete integration of TDXNet's change management process.

Education Required:

- High School diploma or equivalent

Preferred:

- COMP TIA A+
- Network +
- Microsoft Certification Preferred
- 2+ years Technical help desk experience



Minimum Experience Requirements

- Must have professional Help Desk experience and be able to assist with customer inquiries, if necessary.
- Basic knowledge of networking and networking infrastructure including small business network systems
- Microsoft Windows workstation (windows Xp, Vista, 7)
- Microsoft Exchange Server environment
- Microsoft SQL & Microsoft Office SharePoint
- Virtualization technology (VMware or Hyper-V)
- Apple Macintosh workstation in Microsoft Exchange server environments
- Configuration and troubleshooting small business internet connectivity and security features
- Back-up software and/or systems

Minimum Required Skills

- Detail and documentation oriented
- Excellent customer service skills
- Ability to multi-task in a fast pace environment
- Strong organizational and technical writing skills
- Strong Research Skills
- Strong individual and team time management skills
- Ability to effectively work in a collaborative team environment
- High Level of trouble shooting and problem solving skills
- Ability to adhere to strict deadlines and manage time across multiple projects
- Must effectively communicate verbally and in writing and demonstrate strong listening skills
- Ability to learn and apply information quickly
- Work with clients to teach end-users and have the ability to pass on information to other support staff members.

TO APPLY

Please email your résumé and cover letter to Will Lee, Director of Operations, at will.lee@tdxnet.com or fax ATTN: Will Lee at 907-929-6072.