



IT Helpdesk Analyst

position summary

In this full-time, Twin Cities-based position, the Helpdesk Analyst will work as the primary IT contact supporting a 'work-from-home' base of 100+ employees as well as contract/field staff. Support will involve a variety of capacities from trouble-shooting computer issues, assisting with data access, deploying equipment, software application deployments, as well as other assignments. Merjent takes pride in fostering a culture where employees are appreciated for their capabilities and contributions. Compensation is competitive and dependent upon experience.



responsibilities

The following list of primary responsibilities with others assigned as needed.

- Work online during core business hours, Monday through Friday. This will be a work-from-home role through the pandemic with occasional travel to the office as needed.
- Assist colleagues with a customer service mindset. Evaluate and prioritize incoming Helpdesk tickets and in-person requests from employees experiencing technology issues with hardware, software, connectivity, mobile devices, remote desktop configurations, and other computer-related issues.
- Work Helpdesk tickets methodically starting with common Helpdesk knowledge, internal documentation review, online investigation, and escalation to IT colleagues.
- Work with the IT team and third-party vendors to resolve more complex issues.
- Prepare laptops and other equipment for deployment using imaging, configuration checklists, and other device management technologies.
- Log detailed activities and track calls/requests on a daily basis using a variety of ticketing systems, and maintain historical records related to problem documentation and resolution.
- On a weekly basis, create standalone reference documents for trouble-shooting fixes, new IT procedures, and end-user documentation (e.g., OneDrive file sharing).
- Maintain and apply Merjent's IT policies and procedures.
- Assist IT colleagues with projects and tasks, as required.
- Participate in monthly maintenance weekend activities and projects outside of Helpdesk.

qualifications and experience

- Bachelors or Associates Degree in related field
- Reside in the Minneapolis-St. Paul metro area.
- Ability to work uninterrupted from home during pandemic.
- Ability to work independently and in a team environment.
- Demonstrated customer service skills with a friendly disposition toward helping others.
- Strong problem-solving skills, detail-oriented mindset, and the ability to prioritize multiple tasks.
- Good writing skills for technical documentation.
- Previous experience configuring and trouble-shooting Windows 10 computers and installing software.
- Experience with trouble-shooting Windows 10 computers and standard business software.
- Previous experience in a service desk environment is preferred.
- Previous experience using unified communication systems, VPNs, and mobile devices a plus.
- Proficiency with supporting software applications including computer utility programs, desktop management, anti-virus, and other desktop maintenance/troubleshooting software a plus.
- Knowledge of help desk processes and help desk management / ticketing software is a plus.
- Mobile device management experience a plus.
- Certifications including A+, MCP or MCSE are a plus. Other current certifications are a plus.

Candidates interested in applying should submit a completed Application for Employment to merjent.applicantpro.com.

Merjent, Inc. will consider all applications without regard to race, marital status, sex, age, color, religion, national origin, veteran status, disability or any other characteristic protected by law.