IT Help Desk Technician II

Location: West Des Moines, IA
Reports to: Business Analyst

Description

As an IT Help Desk Technician II, you will be responsible for answering questions or resolving computer problems for end users in person, via a communication application or from a remote location. In this role, you will facilitate the daily operations of the helpdesk, support of a portfolio of IT applications, and various models of Dell and Mac laptops. We are looking for someone who is comfortable with working in a fast-paced startup and has a solid sense of ownership in their current role and can carry that through.

Responsibilities

- Provide advanced (Level 2) systems support and coordinate with senior IT team members for advanced support (Level 3+) for all IT systems, including endpoints, servers, printers, network, applications, and software
- Manage procurement of technology hardware and related processes
- Manage personnel changes in IT systems, including onboarding, offboarding, and transitions
- Participate in technological discussions around operational fitness and analyze operation practices for efficiencies
- Actively participate in enhancement of IT processes through proposals for automation and workflow solutions
- Research for new technologies (both hardware and otherwise) that complement or improve operations and IT efficiencies
- Contribute to the internal IT documentation through updating existing articles and adding all relevant information as it becomes available
- Contribute to the team effort by actively helping where needed, participating in department meetings, being a team player, and supporting the department's goals and achievements
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, and researching new technologies and trends.

Requirements

- 3+ years of IT support experience (customer support/help desk)
- Experience in O365 environment
- Exchange Online Admin experience
- Entry Level Teams Admin experience
- Proficiency in computer software and cloud applications (SharePoint and Power Automate is a plus)
- Well-organized and able to juggle multiple projects, teams, and disparate information
- Strong interpersonal skills, ability to maintain a positive and respectful attitude, and ability to remain calm under pressure.
- Strong writing and documentation skills
- Solid analytical and problem-solving skills
- Able to work with little or no supervision
- Able to identify and be flexible for the needs of the business.

About Igor

Igor, Inc. is a rapidly growing startup providing the industry's only fully integrated PoE based intelligent building network to future-proof buildings. Igor is seeking candidates with strong and positive organization skills to join their

team. Igor is a hyper-growth company and this role will be much more than just traditional business development management. Igor is looking for 'A player' individuals that wants to grow with a company as it changes an industry. The candidate should want to improve the way things are done in their industry and when given an assignment, he/she has the drive and ingenuity to figure out the best way to deliver results. The perfect candidate wants to join a young, ground-breaking company, where they can enjoy a career without limits. At the convergence of Iot (Internet of Things), Big Data and Machine Learning (AI), Igor is changing the way the industry designs, specifies and purchases smart building technology by providing building owners and businesses with an intelligent, scalable Power-over-Ethernet (PoE) smart building platform via a proven, simple yet highly configurable AI-driven enterprise software solution. This elegant technology delivers a clear path to cost-effective AI-enabled "digital ceiling" smart building deployment, offering the best ROI in the industry. For more information, please visit www.igor-tech.com.

To Apply
Send your resume to HR@igor-tech.com with the job title in the subject line. Applications will be considered on a rolling basis until the role is filled.