



# NOC/Client Support Technician

*Location: Des Moines Metro Area or Remote*

*Reports to: VP of Technical Services*

## **Description**

At Igor, our NOC technicians work to proactively monitor our client's systems, manage and resolve incoming support requests, schedule and perform upgrades, and diagnose and troubleshoot potential issues.

## **Responsibilities**

- Manage Technical Service-based call/ticket queue; resolve assigned cases and/or route cases to other support tiers.
- Install and perform software upgrades and OS patches following design or installation specifications.
- Contribute to training materials and validate Igor procedures.
- Train users in the proper use of their Igor platform.
- Confer with staff and management to establish requirements for new systems or modifications.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Conduct diagnostics of computer-related hardware and software to determine the nature of problems.
- Adhere to and promote compliance to company.

## **Requirements**

- High School diploma, or equivalent (GED)
- 3 to 5 years of previous PC Support/Helpdesk or comparable experience
- 1 to 3 years of networking experience
- 1 to 3 years of Windows-based system support
- 3 to 5 years of customer service – resolving customer issues in a timely and successful manner
- Strong verbal and written communication skills; listening skills are needed to understand client concerns and issues

## **Desirable**

- Experience with Cisco switches technologies
- Experience with control systems (lighting, HVAC, etc.)
- Experience troubleshooting Windows Server issues
- Basic DC electrical knowledge
- Knowledge and practical usage of Networking protocols such as TCP/IP and DHCP

**To Apply**

Send your resume to [HR@igor-tech.com](mailto:HR@igor-tech.com) with the job title in the subject line. Applications will be considered on a rolling basis until both roles are filled.