



Igor NOC/Client Support Technician

Location: Des Moines Metro Area or Remote

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 data security policies
- Other duties and responsibilities as assigned

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 with the job title in the subject line.