

Company: Webjogger - Managed IT Services Provider (MSP)

Location: Lake Katrine, NY (On-site; Hybrid)

About Us:

Webjogger is a dynamic and customer-focused Managed IT Services Provider (MSP) that specializes in delivering top-notch IT solutions to small and medium-sized businesses. We are committed to providing our clients with reliable and efficient IT infrastructure and support, allowing them to focus on their core business operations. We are seeking a skilled and motivated IT Helpdesk Technician to join our team and contribute to our mission of delivering exceptional IT services.

Job Description:

Entry level IT Helpdesk Technician at Webjogger.

Key Responsibilities:

1. Deploy, maintain, support and document IT solutions meeting the needs of our customers. Solutions include technologies such as:
 - a. Microsoft AD, Active Directory group and user management and other server and desktop technologies
 - b. Network infrastructure including firewalls, routers, and layer 2 and 3 switches
 - c. Server virtualization (e.g. VMware, Hyper-V, etc.)
 - d. On- and off-site backup and disaster recovery solutions
 - e. Wireless LAN technologies
 - f. Cloud-based email and file hosting platforms (e.g. Microsoft 365, Google Workspace, Dropbox, etc.)
 - g. Windows, Mac, iOS and Android-based email clients and protocols including POP, IMAP, and Exchange
 - h. Desktop support for Windows 7, 8, 10, 11, and MacOS
2. Maintain detailed, complete and up-to-date records of work performed for customers.
3. Submit prompt work reports and time summaries.
4. Engage in research and development designed to augment and expand the services we offer to customers.
5. Achieve and maintain industry standard certifications by vendors such as Cisco, Microsoft, and VMware. (Employer sponsored)
6. Provide customer-facing sales and support for retail storefront.
7. This position requires strong communication skills, as well as a capacity for creative thinking.

Qualifications:

1. Associates or Bachelor's degree in Information Technology, Computer Science, or a related field (preferred).
2. Proficiency in troubleshooting Windows and Linux operating systems.
3. General understanding of IT best practices.
4. Excellent problem-solving skills and the ability to manage multiple projects simultaneously.
5. Outstanding communication and client-facing skills.
6. Reliable transportation is required. Position is in office.
7. While performing the duties of this job, the employee is regularly required to sit, use hands, reach with hands and arms, and talk or hear. Specific vision abilities required by this job include close vision, and ability to see color.

Benefits:

- Competitive salary and performance-based bonuses.
- Health insurance, Retirement Plan, Paid Sick Leave, Paid Vacation.
- Professional development opportunities and certifications.
- Friendly and collaborative work environment.
- Opportunities for career growth and advancement.
- On-the-job training and mentoring.

Job Type: Full-Time

Salary: From \$40,000.00 per year

Benefits Package:

- Employee assistance program
- Health insurance
- Paid time off
- Parental leave
- Retirement Plan

Compensation Package:

- Bonus opportunities
- Performance bonus
- Bi-Weekly pay

Experience Level: Help desk – 1 year (Preferred)

Schedule:

- 8 hour shift
- Monday to Friday

If you passion for IT and for delivering exceptional IT services, we encourage you to apply. Join our team at Webjogger and make a meaningful impact on the success of our clients' businesses through cutting-edge IT solutions.

How to Apply:

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications to hr@webjogger.com. Please include "IT Help Desk" in the subject line of the email.