



# Expedient Technology Solutions, LLC

## Job Description – Desktop Support Specialist

### Position Description

Expedient Technology Solutions is an established managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its client customers.

We are looking for a **Desktop Support Specialist** to join our growing team. This position has room and intent for growth within the company. ETS provides clear paths for advancement into higher level roles with infrastructure support and project work. We pride ourselves on our unique culture and positive working atmosphere, where all team members grow professionally through collaboration and teamwork.

### Duties and Responsibilities

- Work assigned user account and workstation tickets following ETS process and procedures.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions.
- Install, configure, test, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Work to load OS through imaging workstation systems.
- Collaborate with Desktop Support team members to ensure efficient operation of the organization's desktop computing environment.
- Receive and respond to incoming calls, emails, and/or work orders regarding desktop problems.
- Onsite - Ensure that desktop connections, such as network jacks, VPN, etc. are in proper working order.
- If necessary, work with third-party support and PC equipment vendors.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Create and update internal documentation to provide the most up-to-date information.
- Complete other duties as assigned.

### Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

### Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- It is expected you will continue to grow as team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.



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### Desired Educational, Training Requirements, & Length of Experience

- It is desired you have a minimum of an associate degree in a related technical field.
- There are company specified certifications you must achieve to be in this position.
- Having 3 – 6 months of experience in a related technical role is preferred.
- This position requires you to complete process and technical training during your first 30 days.
  - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
  - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS and software installation/troubleshooting, and basic networking.

### What is in it for you?

We offer a competitive total rewards program that includes:

- Great company atmosphere, office space, and room to grow
- The ability to work autonomously
- A management team that cares about you and your career growth
- Competitive Health Insurance Package
- Retirement plan (401K) with company match
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Company paid certification exams, training material, and online training tools
- Above industry average base salary
- Cell phone stipend

We have a drama-free, collaborative work environment with opportunity for personal and professional growth. We are truly committed to team member's development and success.

### Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

#### Core Values

*Continued Growth:* ETS places a strong focus on each team member continually growing both professionally and personally.

*Honest Communication:* ETS places a strong focus on consistent and honest communication between all team members and clients.

*Deliver "Wow" through Service:* ETS provides "Stress Free IT" managed services which promises an experience that goes above and beyond our client's expectation.

*Honor your commitments:* ETS team members are expected to honor their commitments to our clients and company.

*Respect and Serve Others:* ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.

*Balance:* ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.