



Open Position Description: Help Desk Analyst

This person will provide direct support for both internal employees and external customers on enterprise and small business technologies, network infrastructure, and common business software. They will handle proactive and reactive support services for customers that are part of our “managed services program” which includes day to day device monitoring using N-able and other tools. They will be expected to expedite problem resolution, remediate technical issues, perform hardware and software installations/upgrades, and respond to general needs and questions relating to use of technology. Ancero is seeking an individual who possesses excellent communication, multi-tasking and problem solving skills, with strong decision making abilities, courteous and patient phone etiquette, and a detail oriented work ethic. In order to be successful, the candidate must have an excellent “computer-side” manner, including plenty of experience in dealing with difficult issues.

Responsibilities:

Daily responsibilities may include, but are not limited to, the following:

- Provide in-depth front-line technical support to diagnose, analyze, research and resolve computer problems for internal and external customers.
- Respond to the technical needs and questions of customers concerning their applications, equipment and access.
- Document activity and issues in detail, tracking time spent, providing resolution or escalation status.
- Place hardware and software service calls with vendors on behalf of customers.
- Escalate more difficult or time-consuming problems to appropriate resources.
- Initiate feedback to sales on new service and/or purchase opportunities.
- Provide the initial contact for non-primary hours of support as part of on-call rotation.
- Communicate outage notification for major system outages to customers and management.
- Provide input to management regarding documentation, policies, and department procedures.

Experience:

- Minimum: two years experience in a Help Desk, Network Operations or Call Center environment or similar user support role.
- Preferred: two years of college and/or field support experience; and/or Technical School and/or A+ certifications.

Knowledge:

A thorough understanding of the following:

- Microcomputer desktop and laptop hardware, PDAs and mobile devices, Local Area Network technologies, Microsoft Windows Operating Systems (XP and Vista), Microsoft Server technologies, Microsoft Exchange and Outlook, TCP/IP, DNS, switches, routers, firewalls, and VPNs.
- Microsoft Office applications, Internet browsers, antivirus software, remote access applications (Citrix, Terminal Services, RDP), backup systems (Backup Exec, etc)
- Device support experience: Blackberry, BES Server, Windows Mobile, Activesync, IIS Integration, Business Printers, Scanners, Multifunction Devices

Preferred Knowledge for some of the following items:

- Trouble / Service ticketing systems (like Connect-wise, Autotask, Remedy, TigerPaw, etc)
- Network / Device Monitoring systems (like N-Able, Kaseya, SilverBack, What's up Gold, etc)
- Common business applications (like websites, CRM applications, QuickBooks, etc.)
- Security devices and software (like Barracuda web and spam filtering, Postini, MX Logic, etc)
- Macintosh and Linux Operating systems

Skills:

- Effective communication skills; must be able to effectively communicate on the phone, in person, and in writing with all levels of people, both inside and outside of the organization.
- Proven ability to effectively and independently analyze and resolve problems, questions and requests received in a timely manner.
- Advanced listening skills and customer service attitude with the ability to show sensitivity to users' questions and requests taking into account nonverbal messages and feelings.
- Ability to handle issues via telephone or remote support tools, depending on the nature of the problem. Proven ability to interpret a variety of instructions furnished in written, oral, diagram, or in schedule form. Proven ability to perform problem diagnostics on microcomputer hardware and software. These may include new products or upgrades to existing products.
- Ability to learn system management tools, including problem tracking, service requests, and inventory. Ability and willingness to follow established protocol, remain current on supported products and new releases through certification and additional training.
- Advanced ability to execute on expected operational, quality assurance, and service levels, not only individually, but also in a team environment.
- Willingness to promote teamwork with others in own area as well as co-workers.

Job Particulars:

This position is for a 7 a.m. to 3:30 p.m. shift located in our Berlin, NJ Network Operations Center (NOC). This person will be expected to be part of a 24x7 on-call rotation. This person may need to open the building in the morning and work alone for periods of time. On occasion, this person may be required to lift objects weighing up to 35 lbs. While this person will primarily work in the NOC, this person will require a driver's license and properly registered, operational vehicle in case of emergency offsite support.

Your Career at Ancero:

As a leading managed service provider in the region, Ancero is passionate about customer service and our ability to offer the highest in IT and professional expertise. We are constantly looking for the best of the best and offer our technical professionals great benefits including a health plan, vacation, sick and holiday pay, and technical training. Our company culture values hard work, mutual respect and professionalism.

Ancero is the convergence of two highly successful regional companies: Eastern IT Group, LLC and Media Systems, LLC. As a multi-vendor network consulting and solutions provider, Ancero helps customers plan, build, optimize and support advanced IT infrastructures while serving as a single point of access for virtually all networking requirements — Managed Services, Professional Services, Carrier Services and Managed Hosting. Ancero LLC is an equal opportunity employer. M/F/D/V

Please forward candidate resumes to jobs@ancero.com