

IT Help Desk Technician

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Company: Instinct

Location: Italy

Category: computer-and-mathematical

Position Summary: This individual will assist users with Tier I and Tier II computer issues to minimize the downtime of the organization's electronic users, which include up to 650 nodes and growing. **Primary Job Responsibilities**

Assist users via video calls, voice, and face-to-face with questions regarding software applications and operating systems, troubleshooting and assistance via remote software sessions.

Monitor access to operating systems.

Assist with hardware issues such as printers, workstations, cell phones, etc.

Maintain the system for tracking all network documentation and hardware issued.

On-call support after work hours as needed. Team rotational basis

Other duties as assigned.

Personal Attributes

Great attention to detail

Strong analytical skills

Strong verbal and written communication skills

Strong interpersonal, listening, and follow-up skills

Demonstrated ability to work effectively and positively under short timelines

High comfort level working at a rapid pace

Capacity to solve problems independently and creatively

Skills and Technical Expertise

A+ certification or applicable experience

Creative problem solving

Ability to manage time efficiently and maintain a pace which allows for optimization of this role

Proficiency in Microsoft Office365 products and platforms

Technical knowledge of Windows and MacOS operating systems

Microsoft 365 Administration

Microsoft Intune

Active Directory + Group Policy

Networking + VPN

Required Experience

A minimum of 4 years of help desk or similar system administration experience

Travel Requirements

Reliable transportation

1-2 times a year travel to Nebraska

Compensation and Benefits Highly competitive compensation package includes health and dental insurance, life and AD&D insurance, flexible spending accounts, health savings account, short and long-term disability, paid time off, Purpose Days off for company partner volunteer opportunities, and 401k with company match Our Instinct is to **CHAMPION** Diversity At Instinct, we are as passionate about our people as we are about the pets we call family. We are committed to inclusion, empowerment, and respect. We believe that just

like our pets, what sets us apart unleashes our greatest strengths. We thrive on the ability to not only empower people to transform the lives of pets through raw nutrition, but also to empower each other to inspire a culture that celebrates our differences. Our unique approach to pet food is what makes us who we are as a company, and our individual identities are what makes us a successful, innovative, authentic team.

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