

### **Position Overview:**

TEKsystems is an IT Services company, engaged by Expedia Inc. to provide Desktop & Helpdesk services. We are looking for a dynamic individual capable of thriving in a fast paced environment as an IT Support Technician. This individual will work on site at Hotwire (an Expedia brand) at 114 Sansome St in San Francisco. You will be responsible for supporting the walk-up service desk, providing support for Hotwire employees. This is an entry level job. Basic knowledge of hardware, PC and Mac is preferred. Must demonstrate ability to troubleshoot and investigate customer issues.

Hours: M W F, 1-5pm

Duration – can start asap, through June 29.

There may be opportunity to continue, based on performance.

### **Responsibilities:**

- Provides IT Desktop support to the relevant End-user community in the San Francisco Hotwire office, this includes all desktop computing hardware and software and peripherals.
- Makes timely and accurate diagnosis of system related problems and determining between hardware, software and network related problems, and work in conjunction with the Global Service Desk and other IT operations/engineering groups to provide resolution.
- Will be required to lead problem resolution activities in order to get technology incidents and problems resolved.
- Will be expected to take ownership for assigned incidents and problems, and contact required resources both inside and outside the company necessary to resolve the problem, with minimum supervision.
- Responds to request for service with experience and compliance in established time limits.
- Develops/maintains support document for use by all levels of support personnel as well as end-user documentation.
- Identifies and solves any problems that affect desktop computer operating systems and troubleshoots routine problems and maintenance of systems.
- Maintains other relevant computer peripheral devices such as Monitors, Printers, Video teleconferencing problems.
- Supports drive imaging for desktop/laptop systems.

- Participates in weekly meetings with Global Service Desk staff to get updates and discuss Help Desk related matters; perform other duties as assigned.
- Committed to all components of Corporate IT availability as they will act as both an incident and problem manager for any issues impacting our remote offices.
- Performs other duties as assigned.

**Qualifications and Experience:**

- Excellent problem solving skills, ability to take ownership of the work assigned, and deliver results timely, reliably and correctly
- Experience working on small projects and delivering against timelines.
- Excellent organizational, communication, and technical skills with a strong customer service orientation.
- Must be self-managed and a self-starter with a positive attitude.
- Excellent written and verbal communications capable of delivering at a senior level.
- Preferred working knowledge across all the IT disciplines including hardware, software, telephony, video teleconferencing, and connectivity.
- Able to perform root cause analysis. Capable of proactively recommending effective courses of action, communicate resolution, policy and procedures to the various IT stakeholders, management, and end user population.
- Proven time management and delegation skills.
- Ability to establish strong relationships with individuals at the supervisor/team manager level.
- Must be dynamic, innovative and capable of garnering the respect and high level trust required by the help desk and IT teams for this position to be successful.
- Ability to communicate effectively with both technical and non-technical teams
- Ability to work independently while collaborating with remote teams in a fast paced environment

**Preferred but not required:**

- Experience with Remedy and Service Now ITSM Tools
- Experience working with Active Directory, domain services and back office/infrastructure application installation and support
- Knowledge in storage and backup technologies.
- Experience with Windows 2000, XP and 2007 Server Operating systems and associated applications
- Experience working with Active Directory, domain services and back office/infrastructure application support
- Experience supporting MAC OS and MAC hardware (Mac Book Air, Mac Book Pro)

**Interested Applicants should contact Ryan Brophy; (425) 372-2233, [rbrophy@teksystems.com](mailto:rbrophy@teksystems.com)**