



FULL-TIME POSITION WITH PARACHUTE TECHNOLOGY, INC.

TITLE: Service Desk Engineer (aka Help Desk Engineer or Remote Support Engineer)

COMPANY

Parachute is a managed IT service and consulting firm established in 2003. We have a friendly and supportive work environment, with a hands-on leadership team. Our fantastic client base is comprised of a wide variety of businesses, professional service firms, and non-profit organizations with 15 - 300 + employees located in San Francisco and the East Bay, many with national and international remote offices. We have an office in the Financial District of San Francisco as well as in the Bishop Ranch area of San Ramon. Both are easily accessible by BART.

POSITION

Parachute is looking to add an experienced, professional, and personable IT Support/Help Desk Engineer to our growing team. The Service Desk (also known as Help Desk) team is located in San Ramon and is an important and essential part of our company; paramount to our business. This is a fantastic career opportunity for a proactive, highly motivated individual who wants to utilize his or her current tech skills and expand their knowledge. The main role will entail remote troubleshooting, speaking with clients over the phone, occasionally supporting clients onsite, escalating issues, updating tickets, maintaining documentation, and assisting our Network Administrators and Senior IT Project Engineers with their client work.

The ideal candidate will have strong tech skills, with the ability to quickly and efficiently triage issues.

Responsibilities include, but are not limited to:

- Troubleshooting PC and Mac issues via remote login or occasional onsite visits
- Updating client IT documentation, network maps, tickets, and notes for the team
- Contacting vendors on behalf of clients
- Testing new products
- Reinstalling Windows/Mac OS X and performing system upgrades
- Securely deleting data on hard drives
- Resolving malware and virus issues on Macs and PCs

Required Technical Skills:

- Ability to easily troubleshoot and resolve PC and Mac-related hardware, software, operating system, email, printing, and network issues
- EXPERT LEVEL Mac OS X 10.8, 10.9, and 10.10; including Office 2011/2016
- EXPERT LEVEL Windows 7, 8.1, and 10; including Office 2013/2016
- Extensive experience with Microsoft Office 365 and Outlook Web Access (OWA)
- Familiarity with Windows Server 2008/2012
- New Mac/PC setup and general configurations
- iPhone/Android setup, configuration, and sync-issue resolution
- Virus/malware removal and prevention
- Familiarity with an IT service ticketing system and creating IT documentation

Required Personal Skills:

- Excellent verbal and written communication skills
- The ability to work independently as well as with our team
- Reliable, on-time, personable, and customer-focused
- The ability to multi-task and work across a range of IT issues with various timelines and priorities
- Poise and patience during phone based tech support and potential onsite visits
- Solid writing skills to document work completed and create/maintain IT documentation for clients
- Comfortable working with a variety of clients, other techs, and HW/SW vendors

- Energetic, able to switch gears quickly from job-to-job / task-to-task
- Desire to learn; independently and on the job

Experience

- Minimum 3 years experience in the IT support industry working with business environments
- Minimum 3 years of remote/help desk experience, ideally in a managed IT service environment
- Experience with ConnectWise a major plus
- Education
- Associates degree required with an IT related field of study
- Bachelor's degree appreciated

Benefits

- Medical
- Dental
- Vision
- 401k + company matching
- 10 paid vacation days
- 5 sick days
- 8 – 10 paid holidays per year
- Paid day off for your birthday
- Cellular phone stipend
- Travel stipend