



IT Help Desk Technician II

Continuant is a growing and dynamic telecommunications company. We are a leading provider of telephone maintenance nationwide. We have an outstanding opportunity for an IT Help Desk Technician II to join our internal IT staff. This position is responsible to work in a team environment to provide IT Help Desk assistance to all Continuant employees. The ideal candidate will be able to problem solve; create work orders; refer Help Desk calls when appropriate; set up laptop and desktop computers for new employees; maintain accountability; assess computer hardware problems; return broken computers for repair; coordinate warranty repairs with manufacturer; support on-call duty on a rotating basis and other duties as assigned by the IT Manager. A Bachelor's Degree in a related field or a combination of education and experience is required for this position.

The position of IT Help Desk Technician II will be a part of a dedicated team of IT professionals supporting both our internal and external employees and our internal IT systems. To learn more about our organization and to see what our customers are saying about us, visit: www.continuant.com.

Experience:

Coursework or experience with:

- MS Windows Server 2000/2003/2008
- Active Directory 2008
- MS Windows XP Professional/Vista
- MS Office Suite 2003/2007
- Imaging Laptops/Desktops (Ghost)
- General network knowledge (LAN, WAN, VPN, Remote Access)
- Basic Knowledge of SQL Administration a plus
- Basic Knowledge of SQL Reporting a plus
- Basic Knowledge of Virtualization a plus
- Basic Knowledge of Office Communicator a plus
- Basic Knowledge of Terminal Services 2008 a plus

- Knowledge of Windows 7 a plus

Soft Skills:

- Excellent communication skills
- Ability to multi-task
- Work well in a team environment
- Solid organizational skills
- Excellent customer service skills
- Professional demeanor and appearance
- Keen problem solving skills
- Strong technical aptitude
- Highly dependable with strong work ethic

Applicants must be authorized to work in the United States

Email resumes to Sally Jordan at careers@continuant.com

Fax: 800-652-9960