

CLASSIFICATION TITLE:

Service Desk Level 1

JOB DESCRIPTION:

Global Data Vault has an opening for an experienced Service Desk Level 1 with relevant experience who is interested in applying their technical expertise to fast-paced, customer-focused production support and development environments.

As part of the Global Data Vault Service Desk team, you will provide technical assistance on computer systems and serves as the first contact for customers who need technical assistance over the phone or email.

Global Data Vault is one of the world's top Veeam VSSP's and maintains a dynamic and rewarding place to work. The position is based in our Dallas, TX office and requires daily office attendance. This area is known for its downtown urban setting, and cultural offerings (music, theater, visual arts, and historic districts), the area also is gaining a reputation as a thriving hub for high-tech start-ups, invention and research collaborations. We are excited about what's happening here and want you to be a part of it.

Learn more about Global Data Vault at <http://www.globaldatavault.com>

MINIMUM REQUIREMENTS:

Bachelor's degree in an appropriate area; or a high school diploma or equivalent and two years of relevant experience. Appropriate college coursework may substitute at an equivalent rate for the required experience, but does not negate the required Bachelor's degree and/or high school diploma or equivalent.

PREFERRED QUALIFICATIONS:

- **Responsibilities for Service Desk Level 1 Technician**
 - Manage Service Desk tickets in a timely manner and document customer interactions
 - Serve as the first contact with customers who need technical assistance via the phone or email
 - Perform troubleshooting using different diagnostic techniques
 - Troubleshoot, diagnose, and resolve technical hardware and/or software issues
 - Provide quick resolution and excellent customer service
 - Redirect unresolved issues to the next level of support personnel
 - Provide needed information on IT products or services
 - Keep record of problems and their resolution
 - Follow-up with customers
 - Provide feedback on processes and make recommendations on areas to improve
 - Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting
 - Deploy systems
 - Patch system
 - Manage Taping Process
 - Remote Data Center Hands (Rack, Label, Deploy, Shipping)
 - Suggest improvements on procedures

- **Qualifications for Service Desk Level 1 Technician**
 - Excellent oral communication skills
 - Detail oriented in order to keep detailed notes on tickets
 - Highly organized to keep Service Desk tickets
 - Ability to diagnose and resolve basic computer technical issues
 - Previous working experience as an Service Desk Technician for 2 year(s)
 - In-depth knowledge of computer systems and mobile devices
 - Hands on experience with diagnosing and resolving basic technical issues
 - Excellent communication and interpersonal skills
 - Customer-oriented and patient

PREFERRED CERTIFICATION(S): (Not Required)

- VMCE
- MCSA/MCSE
- HDI

SPECIAL INSTRUCTIONS TO APPLICANTS:

Applicants are required to submit with their application:

- Cover Letter
- Resume and/or CV
- References (Minimum of 3)