

Global Data Vault (GDV) has an opening for a Service Desk Level 1 Technician 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 support for computer systems and serve as the first contact for customers who need assistance over the phone or email.

Global Data Vault is one of the world's leading Veeam VCSPs (Veeam Cloud and Service Provider) and has grown steadily over the last 5 years. Veeam is the leading cloud data management solution for modern data protection, and GDV provides disaster recovery as a service (DRaaS), backup as a service (BaaS), and backup for Office 365. The company maintains a dynamic and rewarding place to work and suggestions and feedback are always welcome. GDV's headquarters is in Dallas, TX, but we are open to candidates in other locations.

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 support 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 records of problems and their resolution
- Follow-up with customers and meet prescribed SLAs
- Provide feedback on processes and make recommendations on areas to improve
- Maintain technical documentation and service catalog on the installation of software, the configuration of hardware, and problem troubleshooting
- Perform fixes to Windows server and cloud systems
- Perform post-resolution follow-ups with L2 technicians and customers as necessary
- Remote data center hands (rack, label, deploy, shipping, if in proximity to Las Vegas)

Qualifications for Service Desk Level 1 Technician

- Self-starter and detailed oriented with the ability to keep detailed notes of issues and interactions
- Strong organizational skill
- Ability to diagnose and resolve basic computer technical issues
- Previous working experience as a support technician for 2 years in a similar role
- In-depth knowledge of Windows operating systems
- Experience working with enterprise backup platforms is preferred
- Basic network infrastructure knowledge (switching, routing, TCP/IP, etc.)
- Basic knowledge of Microsoft Exchange and Office 365
- Hands-on experience with diagnosing and resolving basic technical issues
- Good 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 2) will be required for the successful candidate.

COMPENSATION:

Salary commensurate with experience. Please indicate requirements.

Standard benefits.