



Help Desk/PC Support

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

Under general direction, provides support to end-users for PC, server, applications, and hardware. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Duties & Responsibilities

- Provide IT services to MetTel employees by
 - Installing and configuring computer systems
 - Diagnosing and solving hardware/software faults
 - Setting up new users with accounts within the MetTel systems.
 - Providing new users with access to secured resources
- This job includes investigating and collecting IT usage stats, making recommendations for improving the company's IT systems and carrying out routine configuration and installation of IT solutions.
- Responds to complex technical problems/issues related to hardware, software and networking via email and phone.
- Able to simultaneously support numerous customer bases with separate policy, procedural and ticketing requirements.
- Assists customers by remotely diagnosing problems and providing resolutions for technical and service-related issues.
- Uses troubleshooting techniques and tools to identify products that are defective and follow guidelines in issuing service calls/contacts.
- Advises/educates customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Identifies and provides input on unique or recurring customer problems.
- Monitors and tracks issues to ensure accurate resolution.
- Escalates more complex customer technical issues to senior level support

Desired Qualifications

- Requires Bachelor's degree in (Computer Science, Math or Engineering) or equivalent
- Demonstrated proficiency in Microsoft office products.
- Demonstrated understanding of Anti-Virus solutions, deployment and governance.
- Knowledge of Microsoft System center, service manager, configuration manager and operations manager a plus.



- Experience with Exchange server, VMware, Veeam, and Windows 2012 server a plus.
- Advanced verbal and written communication skills
- Experienced organization and problem solving skills.
- Minimum 2 years of Technical Support experience.
- Ability to overlap-perform more than one function at a time while communicating with internal and/or external customer.
- Flexible schedule to accommodate non-standard business requirements
- Ability to perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, customers and suppliers

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next--generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

To Learn More

Visit: www.mettel.net or email us: Career@mettel.net