Help Desk Technician
Tech Superpowers, LLC
Cambridge, MA

About the Job
TSP (Tech Superpowers, LLC) is seeking a full-time **Help Desk Technician**. Our Help Desk
Technicians are key to delivering on our promise to support critical technology for our clients.
They provide essential, reliable IT support for our users via our help desk system.

About TSP
Since 1992, we've been providing clients with forward-thinking IT solutions and amazing smart
homes with high-touch, personalized service. We're proud to have served a broad base of
clients - from big names like Novartis, Accel, and the Boston Celtics, to dozens of smaller
businesses and individuals. We continue to evolve in order to meet our clients' changing IT, AV,
and smart home needs.

Our team of more than 20 professionals come from a diverse range of backgrounds - they've
worked as architects, Apple techs, audio producers, and business consultants in industries that
include broadcasting, big pharma, and finance. This broad expertise leaves us uniquely
qualified to think big picture about information technology and smart home tech. We do much
more than solve problems; we serve as trusted advisors and strategists, managing for both the
short and the long term. We empower our clients to reframe technology as a valuable asset that
can produce more satisfied customers, loyal, engaged employees, and long-term competitive
advantages.

Who You Are
- You are a talented, hard-working individual, passionate about helping people and
  improving their lives through the use of technology.
- You are interested in contributing to a diverse and steadily growing organization.
- You are enthusiastic and approach challenges with a positive attitude and willingness to
  learn.
- You enjoy working in both a dynamic, team-oriented environment and as an individual on
  projects.

Why Choose Us
You'll be given the chance to work with driven, passionate people. Each of us strives to view
each and every interaction through the eyes of the client. We empower our staff to partner
together to make smart, timely decisions. Ultimately, we believe in the power of technology to
enrich the human experience. You'll be rewarded with a comprehensive benefits package
including paid time off, medical, dental, vision insurance, flexible spending accounts, commuter
benefits, 401k, paid holidays, training and education reimbursement, and more.

Responsibilities
This position entails responding to incoming technical requests from clients and our monitoring systems in a prompt and courteous manner while keeping accurate documentation of resolution. Applicants will need to be able to isolate technical issues and utilize time management skills to triage and scheduling or escalating help requests to meet client service-level agreements.

In addition to incoming service requests, technicians may be responsible for assisting with ongoing project work - led by TSP's internal Project Management team. Applicants will be responsible for completing assigned tasks accurately, while ensuring that they are completed on time and on budget.

Duties
- Respond to incoming help requests via phone or via the ticket tracking system in a prompt and courteous manner.
- Utilize time management skills to prioritize and schedule help requests in order to adhere to deadlines and SLAs.
- The Support Engineer will need to have experience in communication and collaboration tools ranging from email to cloud-based software.
- Must be a strong team player while also having the ability to think and work independently.

Minimum Qualifications
- Bachelor's degree in Computer Science or equivalent experience
- Minimum of 1-3 years in-the-field experience with maintaining, troubleshooting, and supporting various technology environments
- Understanding of macOS and Windows, network connectivity, basic IT security, and being a part of project management workflows.
- Strong analytical, problem solving, organizational, and planning skills
- Excellent interpersonal skills; ability to interact with personnel at all levels
- The passion to learn and grow
- Willingness to take initiative and to follow through on projects
- Willingness to work occasional nights and weekend

Ideal candidate will also have the following experience
- Prior experience working with ConnectWise or equivalent PSA system
- Prior experience working within the Managed Services realm is highly desirable
- Hands-on experience managing or servicing a Microsoft Office 365 or Google Workspace environment
- Prior experience working with Jamf Pro or another MDM provider
- Working knowledge of network technologies involving Local Area Networks (LAN), Wide Area Networks (WAN) and Virtual Private Networks (VPN)