



Help Desk Support

We currently have an immediate need for a full time position to handle internal Help Desk Support.

The primary focus of this position will be handling basic in-house tech support such as work station diagnostics, replacing equipment, and managing hardware inventory/checkouts, as well as special projects which might include documenting procedures or running special reports. As the front line defense, you will be working with people throughout the company and will be expected to respond quickly and confidently to the needs of our employees.

Candidate must possess the following:

- A High School Diploma
- Experience with Windows 7,8 or 10 and Office 2010+
- Positive Attitude

Leading candidates will possess the following:

- Education beyond High School
- Experience with AD, Windows Server 2008, Windows Server 2012
- Experience in a Technical Support Position

Duties and responsibilities include, but not limited to:

- Task Triage – Review and assignment of our ticket system.
- Hardware Checkout/Inventory
- Backup Management
- Process Documentation
- IT Room Organization and Asset Management
- Active Directory Management
- Patch Management
- Virus Protection Management

Arbitech is fully committed to the growth and development of its employees. As you gain experience with your role, you'll be given the opportunity to explore areas of IT that interest you. That may include technologies like Exchange, PowerShell, VMware virtualization, or something new entirely you feel could benefit the company. Self-motivation is a must.

