



*We run your network...
So you can run your business.[®]*

Job Title: Helpdesk Technician L2
Reports to: Service Manager

Targeted Annual Earnings: \$60,000-\$80,000/year

Job Description:

The Helpdesk Technician L2 is responsible for handling second level support service requests in a professional and timely manner. This relates to support of all basic technology to include: workstations, servers, printers, networks, and vendor specific hardware and software. The L2 technician will also create and maintain documentation, as well as, handle escalations from L1 technicians.

Basic Functions:

- Advanced IT support relating to issues with network infrastructure and customer technology solutions.
- Support services relating to advanced technical issues involving Microsoft's core business applications, as well as customer line of business applications.
- Advanced Support services for Microsoft client operating systems.
- Advanced Support for Microsoft Server related technologies: Microsoft365, Windows Server, Exchange, SQL, etc.
- Advanced technical services and support at the network level: WAN and LAN connectivity, routers, access points, firewalls, and security.
- Advanced Support of disaster recovery solutions.
- Remote access solution support: VPN, BOVPN, Terminal Services, etc.
- End user administration and assistance.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.
- Perform field technician work and project deployment (during and after business hours) on an as-needed basis.



*We run your network...
So you can run your business.[®]*

Additional Duties and Responsibilities:

- Fast turnaround of service tickets.
- Improve customer service, perception, and satisfaction.
- Escalate service issues that cannot be completed within agreed service levels.
- Work through a daily schedule in PSA tool that has been established through the dispatch process.
- Maintain specific knowledge of the customer and how IT relates to their business strategy and goals.
- Review relevant publications and online materials to remain up-to-date with current and future trends emerging in the industry.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in the PSA tool as they occur.
- Understand processes in the PSA tool by completing assigned training materials.
- Enter work as charge codes, activities, or service tickets in the PSA tool.
- Attend staff meetings as required.

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Diagnosis skills of technical issues.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Proficient with general office applications.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Ability to work in a team and communicate effectively.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving environment.

Cards Technology © 2022
11004 Manklin Meadows Lane - Unit 1
Ocean Pines, MD 21811
Phone: 410-208-3933
Web: www.cardstech.com



*We run your network...
So you can run your business.[®]*

Educational/Vocational/Previous Experience Recommendations:

- 5 years IT experience.
- 3 years of MSP experience, preferred.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.

Cards Technology © 2022
11004 Manklin Meadows Lane - Unit 1
Ocean Pines, MD 21811
Phone: 410-208-3933
Web: www.cardstech.com