



Expedient Technology Solutions, LLC

Job Description – Desktop Support Specialist

Position Description

Expedient Technology Solutions (ETS) is an established managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with our clients.

We are looking for a **Desktop Support Specialist** to join our team. This position has room and intent for growth within the company. ETS provides clear paths for advancement into higher level roles. We have a unique culture and positive working atmosphere, where all team members grow professionally through collaboration and teamwork.

Duties and Responsibilities

- Work assigned user account and workstation tickets following ETS process and procedures.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions.
- Install, configure, test, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Work to load OS through imaging workstation systems.
- Collaborate with Desktop Support team members to ensure efficient operation of the organization's desktop computing environment.
- Receive and respond to incoming calls, emails, and/or work orders regarding desktop problems.
- Onsite - Ensure that desktop connections, such as network jacks, VPN, etc. are in proper working order.
- If necessary, work with third-party support and PC equipment vendors.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Create and update internal documentation to provide the most up-to-date information.
- Complete other duties as assigned.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- It is expected you will continue to grow as team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.



Expedient Technology Solutions, LLC

Job Description – Desktop Support Specialist

Desired Educational, Training Requirements, & Length of Experience

- It is desired you have a minimum of an associate degree in a related technical field.
- There are company specified certifications you must achieve to be in this position.
- Having 3 – 6 months of experience in a related technical role is preferred.
- This position requires you to complete process and technical training during your first 30 days.
 - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
 - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS and software installation/troubleshooting, and basic networking.

What is in it for you?

We offer a competitive total rewards program that includes:

- A management team that cares about you and your career growth
- Competitive Health Insurance Package
- Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

We have a drama-free, collaborative work environment with opportunity for personal and professional growth.

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

Core Values

Continued Growth: ETS places a strong focus on each team member continually growing both professionally and personally.

Honest Communication: ETS places a strong focus on consistent and honest communication between all team members and clients.

Deliver “Wow” through Service: ETS provides “Stress Free IT” managed services which promises an experience that goes above and beyond our client’s expectation.

Honor your commitments: ETS team members are expected to honor their commitments to our clients and company.

Respect and Serve Others: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.

Innovation: ETS places a strong focus on continuously improving how we think, work, and deliver solutions by embracing creativity, new technologies, and better ways to serve our clients and team members.