



FULL-TIME POSITION WITH PARACHUTE TECHNOLOGY, INC.

TITLE: Service Desk Engineer (aka Help Desk Engineer or Remote Support Engineer)

COMPANY

Parachute is a Managed IT Service Provider. We have a friendly and supportive work environment, with a hands-on leadership team. Our client base is comprised of a wide variety of businesses, professional service firms, and non-profit organizations located in San Francisco, the East Bay, along the Peninsula, the South Bay, and throughout the Sacramento Valley with many with national and international remote offices.

POSITION

Parachute is looking to add an experienced, professional, and personable IT Support/Help Desk Engineer to our growing team. The Service Desk (also known as Help Desk) team is located in San Ramon and is an important and essential part of our company; paramount to our business. This is a fantastic career opportunity for a proactive, highly motivated individual who wants to utilize his or her current tech skills and expand their knowledge. Occasional local client visits may be required.

The ideal candidate will have solid tech skills, with the ability to quickly and efficiently triage issues. Responsibilities include, but are not limited to:

- New computer and end-user setups
- Troubleshooting PC and Mac issues via remote login or occasional onsite visits
- Updating client IT documentation and tickets
- Contacting vendors on behalf of clients
- Reinstalling Windows/Mac OS and performing system upgrades
- Securely deleting data on hard drives
- Resolving malware and virus issues on Macs and PCs

Required Technical Skills:

- Ability to easily troubleshoot and resolve PC and Mac-related hardware, software, operating system, email, printing, and network issues
- Strong familiarity with both Mac OS and Windows
- Experience with Microsoft Office 365 and Outlook Web Access (OWA)
- New Mac/PC setup and general configurations
- iPhone/Android setup, configuration, and sync-issue resolution
- Virus/malware removal and prevention
- Familiarity with an IT service ticketing system and creating IT documentation

Required Personal Skills:

- Excellent verbal and written communication skills
- The ability to work independently as well as with our team
- Reliable, on-time, personable, and customer-focused
- The ability to multi-task and work across a range of IT issues with various timelines and priorities
- Poise and patience during phone-based tech support and potential onsite visits
- Solid writing skills to document work completed and create/maintain IT documentation for clients
- Comfortable working with a variety of clients, other techs, and HW/SW vendors
- Energetic, able to switch gears quickly from job-to-job / task-to-task
- Desire to learn; independently and on the job

Experience

- Minimum 5 years experience in the IT support industry working with business environments
- Minimum 5 years of remote/help desk experience, ideally in a managed IT service environment
- Experience with ConnectWise ticketing system is a major plus