

Air Transport IT Services, Inc.
Help Desk – Desktop Support Technician
Job Posting

AirIT is a single source provider and integrator of diversified information technology products and services to the air transportation and seaport industry, offering a full complement of operations, passenger processing and business management systems. From the ramp to revenue management, we have more than 20 years' experience providing our customers with a comprehensive portfolio of integrated technology solutions and services including system integration, software, hardware, network, installation, and 24x7 service, support and help desk.

We are currently seeking a motivated IT Professional to fill a full-time role as an entry level **Help Desk – Desktop Support Technician**. **This position would be based out of our Orlando office.**

Summary:

This person will provide desktop support for our internal and external employees

Essential Duties and Responsibilities: Other duties may be assigned.

- Ability to work flexible shifts
- Prior telephone customer service experience
- Daily monitoring of systems located at customer sites throughout the U.S
- First line trouble ticket resolution. Logs all trouble ticket information into Help Desk tracking software. Closes Help Desk tickets when problem(s) is resolved.
- First line of support and information for all technology and systems installed at each location. Will provide telephone, remote access and/or onsite support for machines and installed software.
- Log all calls into Help Desk Tracking Software to determine user requirements, diagnose and resolve.
- Perform routine hardware maintenance on PC's and printers etc.
- Installation of software upgrades and new releases.
- Installation of new hardware; PC's, Thin Clients, printers, memory, disk drives, SCSI drives, etc.
- Coordinate hardware/software vendor, as needed for implementation of new technology (IE: scanners, wiring).
- Assure accurate inventory records (Hardware and software) by establishing and maintaining the necessary fixed asset inventory as well as software inventory information.
- Perform software audits of all Company owned PC's using the current methods in place as established by the Manger, Engineering and Support.
- All other duties as assigned.

Qualifications:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Education and/or Experience:

1 to 2 years related experience and/or training, or equivalent combination of education and experience

Desired Experience & Skills:

Knowledge of PC and Server operating systems

Desired manufacture certifications: Dell, Microsoft, Cisco

Familiarity with Microsoft Office Suite, Windows 7,8,10, MAC OSx Desktop Support

Familiarity with Hardware Troubleshooting, Basic Network Troubleshooting.

Familiarity with VMWare Technologies

Other Requirements:

Security clearance to work in a TSA secured environment

AirIT is proud to be an EOE employer

* **Local Candidates Only**

* **No Relocation Assistance Provided**

Please send resumes to HR@AirIT.com