



Helpdesk Technician

We have a full time opening for a **Helpdesk Technician, working from any one of our AP&T Property Offices**. This position will be a member of the MIS team, and will report directly to the Director of Systems.

Duties and Responsibilities

- 1st tier technical support for AP&T Corporate facing systems
- Monitor, support, and troubleshoot basic hardware and software problems
- New user provisioning / deprovisioning
- End user computer provisioning
- Maintain and audit MIS assets inventory system
- MIS services testing / evaluation
- Train end-users on new / upgraded software and new services
- Other duties as assigned

Candidate Qualifications

- High School Diploma or GED
- Minimum 3-year experience in an IT Technical Support role, or other equivalent
- Experience with end-user hardware, laptops / desktops / printers
- Proficiency with Windows 10, Windows 7, and Microsoft Office suite
- Basic understanding of networks, DNS, DHCP and other network services
- Experience with one or more of the following is desired: NISC IVUE, Zoom video conferencing, SharePoint, mobile device management, anti-virus management, Windows Server 2012/2016, Active Directory, centralized Wi-Fi management, virtual application deployment and end-user VPN

Other Requirements

- Strong analytical and problem-solving skills
- Ability to cooperatively work in teams
- Must be able to communicate technical solutions in a user friendly/non-technical manner
- Must have good organizational skills
- Must be able to lift up to 50 lbs.
- Must have a desire to learn new systems and technology

Interested? Apply today at:

<https://aptalaska.workbrightats.com/jobs/785381-176045.html>