
Job description

Help Desk Support Engineer

Naugatuck, Connecticut – Full Time

About Us:

Our technical team works closely together and operates much like a close knit family, working together supporting our clients. As a member of this team, you will be a part of, and contribute to our great family culture. We value those who do the right thing, pursue excellence through relentless problem solving, and are dedicated to continuous learning. We are looking for someone to help us grow as well as grow individually, that is motivated to learn, thoughtful and courteous, and driven to always improve.

About the Role:

As a Help Desk Support Engineer, you will work with other members of the team every day to address our customer's IT needs. You will continuously collaborate with customers who are looking for assistance, guidance, and knowledge on technological issues and sometimes, educate them on how to use technology. You will also learn from everyone at NSI from our management team to your peers in the technical department. NSI is a place where you get to learn, you are actively supported, and become part of our family.

This position offers a great opportunity to further your IT skills by providing support to our broad customer base and has a lot of opportunities to learn about recent technologies and develop new technical skills.

What you'll do in this position:

- Apply your knowledge and skills of Windows to resolve computer issues
- Help customers setup, customize, and use their cloud applications including Office 365
- Research and verify technical solutions and provide workaround solutions where appropriate
- Respond to and resolve client technical issues expeditiously and professionally
- Learn to work as part of a strong technical team
- Learn about automation tools and hone your customer service skills
- Work in a collaborative group and be mentored by IT staff with years of experience
- Support our clients with fast resolution to their most common issues

Why We want you in this position:

- You believe that specialized knowledge is valuable, and you want a job where you can share what you know and continue to learn
- You love to work on a wide variety of computer technologies including Windows, O365, and Azure
- You want to accelerate your career across new opportunities in technology
- You are a strong communicator who takes the time to listen to your clients and peers
- You have a higher education background where you've studied computer science, business information systems, or a similar technology field
- You are ready to show us what you know and what you've learned so far
- You are ready to get on the fast track to learning our methods for providing support and improving technologies

Requirements

Just a few things that may be required...

- Degrees and certifications in the field preferred
- Minimum of 6 years of experience doing direct customer IT support
- Work at our Connecticut office
- This position may occasionally require you to lift a thing or two

Why you'll want to work at NSI:

More than just tech or services, NSI works hand in hand with its clients and builds strong relations. As a part of the caring NSI family, you will work hard, learn every day, and be a part of a strong team.

Hear at NSI we:

- Are always improving
- Believe that it is our employees that make us great
- Are each responsible for doing our part and will continue to learn
- Have extensive employee benefits including 401k, medical, dental, vision, life, long-term disability, FSA Health Care, and FSA Dependent Care
- Support our team members in personal times of need

Apply Today

Shortened a bit – did not want to update incase

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