

Requisition ID: HR-SD-DS-ENGR-125

Title: Desktop Support Engineer

Location: Harrisburg, PA.

Complete Description:

Candidate will be a member of the Support Team located in Harrisburg.

This team is responsible for supporting workstations, laptops, Macs, and all device peripherals (print issues, docking issues, scanning, etc.) The candidate will be responsible for maintaining device compliance and health; this includes tracking down PC's that have broken SCCM clients, are out of compliance with updates, or are reported to have application or operating system issues.

Essential Responsibilities:

1. Monitor incident queues for issues and take ownership and assist customers as required
2. Keep all support tickets up to date and well documented
3. As required, provided documentation on issue resolution for other teams
4. Monitor and report on PC issues, escalate issues; work with other teams including SCCM, Active Directory, Security, and the IT Service Desk.