

IT Service Desk Technician

Description

Curaleaf Culture: At Curaleaf, we have a passionate commitment in everything we do. From innovative products to promoting social justice, from environmental sustainability to building world-class brands, we know that none of this is possible without our Team Members, which is why we've committed to fostering a diverse and inclusive experience for all. **What You'll Do:** We are seeking a skilled IT Service Desk Technician to join our dynamic team. Our ideal candidate should have excellent communication skills, a strong technical background, with extensive phone support experience, and a passion for delivering exceptional customer service. As an IT Service Desk Technician, you will be responsible for providing specialized technical support for executives and offer audiovisual support for meetings and presentations. Documenting incidents, problems, and requests in the company ticketing system. Installation, configuration, and support of the hardware and software supported in the environment. Consistently follow up with users to insure proper function after issue resolution. Perform basic functions in Office 365 such as password resets, account updates and changes, license assignments following company protocol, etc. Install and/or configure peripherals such as printers, keyboards/mice, etc. Resolve basic network issues such as wireless connections. Diagnose, troubleshoot, and repair basic issues with VOIP phone system which requires some knowledge of TCP/IP networking. Quickly acclimate with the company's ERP system and provide basic support for users. Identifying problems in the environment and driving then to resolution. From making sure the workplace environment is clean to identifying recurring failures and notifying the appropriate product owner. Maintaining a clean work environment, answering Service Desk calls, and greeting team members with a smile. Provide phone and remote troubleshooting support to team members in all our locations. Support the latest Microsoft and Apple operating systems (Windows 11 and Mac OS X) and Office for Windows and Mac. Other technical tasks as assigned **What You'll Bring:** 3+ years of IT Service Desk support experience. Possess basic ITIL knowledge & certification. Working knowledge of TCP/IP networking/configuration, DHCP, DNS, etc. Working knowledge of Windows 11 management and configuration. VOIP experience is a plus. Experience in supporting audio and video conferences over Teams for individuals and in conference rooms. Knowledge of Office 365 administration and Microsoft Entra. Must be malleable and quick to adjust to a fast paced environment. Must be at least 21 years of age. Subject to background check per state cannabis regulations. **What We Offer:** Competitive Pay Medical, Dental, Vision Benefits Healthcare and Dependent Care Flexible Spending Account (FSA) Health Savings Account (HSA) Retirement Plan - 401(K) Life/AD&D Insurance Short- and Long-Term Disability Paid Parental Leave Community Involvement Through our Rooted in Good Initiative Employee Resource Groups Employee Referral Payment Program Paid Time Off (PTO) Employee Assistance Program Commuter Benefits Employee Product Discounts Curaleaf Awards and Achievements: 2023 Ragan's Top Places to Work 2022 TIME100 Most Influential Companies 2020 Cannabis Doing Good's Good Neighbor Award 2020 Minorities for Medical Marijuana's Diversity & Inclusion Award Follow us on Social Media Instagram: @curaleaf.usa Twitter: @Curaleaf_Inc Please mention the word ****HAPPY**** and tag **RNTluNDEuMTY5LjE5Ng==** when applying to show you read the job post completely (**#RNTluNDEuMTY5LjE5Ng==**). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Hiring organization

Curaleaf

Job Location

Stamford, Connecticut, United States

Date posted

April 24, 2024

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