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Senior Help Desk Engineer

Regional Network Integration Company serving the SMB market for 16 years is looking for a technically energetic individual with strong interpersonal skills that has excellent attention to detail and organizational skills. This position requires a minimum of 7 years experience in the LAN/WAN Integration field. Must also have experience with internal and external networks with strong working knowledge of Firewalls, IP, DNS and Microsoft Server and Office Technologies. Candidate will also be expected to:

- Provide desktop and server support for an established client base utilizing an integrated state of the art Professional Services Automation tool
- Have the ability to resolve highly complex technical issues and conduct advanced research
- Manage, resolve and direct the flow of incoming help desk calls to effect a timely resolution
- Utilize, maintain and enhance an industry leading Documentation System
- Provide expert judgment and analysis for the design, development and implementation of technical products and systems
- Participate in the system for measuring Help Desk Metrics pertaining to response times, length of resolution and client satisfaction.

Comptia and Microsoft Certifications a plus. Company offering excellent benefits to include health insurance, profit sharing and education incentive program. Forward resumes to hr@pcnsinc.com or mail to Human Resources, 4405 Steubenville Pike, Pittsburgh PA 15205.

Committed to Serving Your Technology Needs

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