



SEFNCO Communications is seeking an experienced individual to work as a Help Desk Technician II in our Sacramento, CA facility. This position supports our California Market and requires some travel.

Operating from multiple locations, SEFNCO Communications has the ability to provide single source engineering, construction, and management solutions that meet the growing needs of phone, broadband, cable and cellular companies throughout the Western United States. Our expertise has positioned us to support local, State, and Federal agencies, including military installations. It is the same fundamentals that founded the company that drive the company today. SEFNCO Communications is committed to providing the highest level of quality service to our customers and the communities we live in.

Summary:

Under minimal supervision, provide hardware, software, and network problem resolution to all users. Clearly communicate technical solutions in a user friendly/non-technical manner. Provide training to less experienced staff. Assist Tech 1 and System Administrator, as needed. Function as the contact for all Level Two IT related issues, and escalating issues as needed; owning the problem through resolution. The Help Desk Technical 2 fields all escalated Help Desk calls, tickets, and requests from users, and maintains the records of these requests. Resolves all Level Two issues, and escalates Level 3 requests as needed. Contact and coordinate support from third party vendors, as needed.

Key Duties and Responsibilities:

- Monitor, support, and troubleshoot the IT infrastructure for operating issues involving failures, degradation and event correlation using various software and hardware monitoring tools.
- Work with internal and external clients via phone and email to resolve problems
- Perform advanced troubleshooting and problem resolution for all types of IT infrastructure as assigned – hardware, software, telecommunications, business application, customer connectivity, LAN, WAN, and others
- Triage the most complex problems, taking corrective action to ensure availability and minimize downtime
- Function as a technical resource answering questions from less experienced staff, and training less experienced staff.
- Escalate extreme problems to senior IT staff, or third party vendors, as needed
- Follow detailed technical documentation and standard operating procedures to perform various responsibilities
- Assist in defining and developing detailed technical documentation and Standard Operating Procedures to perform various responsibilities, enabling junior technicians and others to perform their duties as well.
- Identify opportunity for process improvements targeting improved customer service and organizational efficiency
- Function as a team member on assigned projects
- Other duties as required.

Minimum Knowledge, Skills, and Abilities:

- 2 year technical degree, A+, Network+, MCDST or similar certification, or 2-4 years work experience in Help Desk-type role with increasing responsibility
- Experience with multiple software technologies: ex: Windows XP/Vista/7, MS Office, MS Windows Server 2003/2008/R2, Virtual XP/Virtual Box.

- Excellent knowledge and experience with Active Directory.
- Working knowledge of Group Policy, Distributed File Services, Exchange Server 2003/2007/2010
- Experience with Dell hardware: laptops, desktops and servers.
- Experience troubleshooting network / telecommunications problems
- Experience with various types of Switches and SonicWall devices is desired
- Excellent verbal, written, phone, and interpersonal skills
- Proven strong analytic / problem solving skills
- Ability to work in a fast paced high volume work environment
- Dependable, flexibility to work weekends and holidays, as needed
- Ability to be on-call, as needed.
- Work independently under minimal supervision
- Must be able to sit for prolonged periods of time in front of a computer. Must be able to perform physical activities (lifting heavy equipment up to 50lbs unassisted, bending, standing, climbing, or walking)
- Must possess valid (Class C) Drivers license, with good driving record.
- Must be able to pass necessary background checks.
- Position supports multi state business units.

We offer a competitive benefit program including:

Competitive wage

Medical

Prescription

Vision

Dental

401(k)

Paid Time Off (PTO)

Holidays

Interested and qualified candidates: Please send your resume to careers@sefnco.com RE: Help Desk- CO

Pre-employment drug screen and criminal background check required. SEFNCO participates in E-Verify and E-Screen.

SEFNCO is an Equal Opportunity Employer