



**SEFNCO Communications is seeking an experienced individual to work as a Help Desk Technician in our Puyallup, WA facility!**

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 2 and System Administrator, as needed. Function as the contact for Level one IT related issues, and escalating issues as needed; owning the problem through resolution. The Help Desk Technician 1 fields Help Desk calls, tickets, and requests from users, and maintains the records of these requests. Resolves Level One issues, and escalates Level 2 and 3 requests as needed.

Work on data entry and data manipulation projects. Track IT assets and inventory. Provide reports to the IT manager as requested.

**Key Duties and Responsibilities:**

- Monitor, support, and troubleshoot the basic hardware and software problems.
- Work with internal and external clients via phone and email to resolve problems
- Perform basic troubleshooting and problem resolution for all types of IT infrastructure as assigned – hardware, software, telecommunications, business application, customer connectivity, LAN, WAN, and others
- Triage basic problems, taking corrective action to ensure availability and minimize downtime
- Track IT assets and inventory
- Follow detailed technical documentation and standard operating procedures to perform various responsibilities
- Support data entry and data manipulation projects.
- Provide reporting to the IT manager as requested.
- Function as a team member on assigned projects
- Other duties as required.

**Minimum Knowledge, Skills, and Abilities:**

- 2 year technical degree, A+, MCDST or similar certification, or 2+ years' work experience in Help Desk-type role with increasing responsibility
- Experience in a Windows 7 and Windows 10 environment

- Basic knowledge and experience with Active Directory.
- Experience with Dell hardware: laptops, desktops and servers.
- Excellent verbal, written, phone, and interpersonal skills
- Proven strong analytic / problem solving skills
- Strong skills in Excel. SQL Server experience a plus.
- Ability to work in a fast paced high volume work environment
- Dependable, flexibility to work weekends and holidays, 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.

**Benefits:**

We offer a competitive benefit program including:

Competitive wage

Medical

Prescription

Vision

Dental

401(k)

Paid Time Off (PTO)

Holidays

Successful applicants will need a valid driver's license, clean driving record, and must pass a pre-employment background check and drug screen.

**Interested applicants should submit resume to [careers@sefnco.com](mailto:careers@sefnco.com) RE: Help Desk**

SEFNCO participates in E-Verify and E-Screen.