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Service Desk Lead Engineer

December 17, 2020

The Service Desk Lead Engineer is responsible for ensuring an outstanding level of customer service by providing direct IT support to end-users.

Under direction of the Director of Internal Information Systems, providing the highest level of customer service, the Service Desk Lead Engineer is responsible for the day-to-day end user support, projects, and ticket workflow of the IT Service Desk.

Responds to telephone calls, email and personnel requests for technology-related support. Documents, tracks, and monitors the problem to ensure a timely resolution.

This position will also be responsible for performing basic LAN/WAN maintenance, backup operations, anti-virus management, patch management, website content, and Active Directory Management including distribution groups, security groups and user accounts.

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NASWA - Service Desk Lead Engineer

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