

JOB DESCRIPTION

IT Help Desk Technician

Reports to: Manager, IT Infrastructure and Business Applications

FLSA Status: Non-Exempt

Location: Open to Windsor or Larchmont, NY office, with support responsibilities across all sites and remote workers

POSITION SUMMARY

ATPGroup is looking for a technically skilled candidate to fill the position of IT Help Desk Technician. While this position is the first line of contact for IT support, the IT Help Desk Technician is expected to handle both Tier 1 and Tier 2 levels of support, including ticket handling, hardware/software setup and maintenance, new employee onboarding, and administration of our Microsoft 365/Azure/AD environment. We are a multi-site organization with many remote workers. This individual must be self-motivated, organized, display accomplished problem-solving skills, demonstrate exceptional time management, and present a customer service demeanor. The IT Help Desk Technician works under the general direction of the Manager, IT Infrastructure and Business Applications, and provides support and solutions to all ATPGroup personnel locally and at remote locations, escalating more complex infrastructure, network, and business-application issues (Tier 3) as needed.

ESSENTIAL FUNCTIONS

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time.

Help Desk & End-User Support (Tier 1 & 2)

- Monitors the incoming ticket queue for incidents and requests, prioritizing, communicating, and working through to resolution in person, over the phone, and via remote tools.
- Provides Tier 1 and Tier 2 troubleshooting and support for Windows 10/11 desktops/laptops and Microsoft 365 Office applications.
- Escalates Tier 3 issues involving network infrastructure, servers, or business applications (Business Central, Dynamics 365, Power BI) to the Manager as needed.
- Instructs and supports end users on standardized setups, internal trainings, and processes.

Onboarding

- Coordinates and executes new employee IT onboarding, including account creation, hardware provisioning, application/license assignment, and initial setup and orientation.
- Coordinates offboarding tasks, including account deactivation and equipment recovery.

Physical Security Systems

- Manages and maintains the camera/video security systems across three (3) locations, including monitoring, storage/retention, user access, and basic troubleshooting.
- Manages and maintains the door sensor and key fob entry system across multiple facility doors at one (1) location, including provisioning/deprovisioning fobs, access group management, and troubleshooting.

Device & Asset Management

- Responsible for the purchase (under guidance), setup, and maintenance of PCs, laptops, printers, scanners, and mobile devices.
- Manages applications and subscription licensing assigned to end-user devices.
- Maintains the IT asset inventory, licensing records, and equipment assignment/stock tracking.
- Administers mobile device management (MDM) via Microsoft Intune, including device enrollment, configuration, and security.

Microsoft 365 / Azure AD Administration

- Sets up and administers user accounts, mailboxes, security, and permissions in the Azure/AD hybrid environment, under the direction of the Manager.
- Supports day-to-day administration of Microsoft 365 Admin Center tools, including Exchange Online, SharePoint, OneDrive, and Teams.
- Assists with data retention configuration for SharePoint, OneDrive, and Teams, and basic mail flow support.

Network & Systems Support

- Performs first-level troubleshooting of LAN, WAN, VPN, and wireless network issues, escalating hardware-level or configuration changes to the Manager.
- Administers and supports the organization's VoIP/softphone system across all locations, including user setup, call routing, and troubleshooting.
- Assists with monitoring and basic maintenance of the IT toolset, including antivirus, malware protection, and email security gateway.
- Administers and configures the Zoho ServiceDesk Plus help desk portal itself — including workflows, categories, SLAs, technician/user accounts, and asset/CI records — in addition to managing day-to-day tickets, tasks, assets, and purchases within it.

Documentation & SharePoint

- Creates and maintains How-To documents, guidelines, and standard operating procedures (SOPs) for supported systems and processes.
- Creates and edits SharePoint pages and sites used to host IT documentation and end-user resources.

General

- Contributes and participates as a member of the IT team on larger projects, and works independently to complete assigned individual tasks.
- Follows and helps document standard operating procedures for supported systems.
- Performs other duties as assigned.

REQUIRED COMPETENCIES (Knowledge, Skills, Abilities)

- Hands-on experience troubleshooting and maintaining Windows 10/11, laptops/desktops, and Microsoft 365 Office applications.
- Experience standardizing setups and instructing users according to internal trainings and processes.
- Experience with Microsoft 365 Admin Center and tools, including Exchange Online, SharePoint, OneDrive, and Teams.
- Experience creating and editing SharePoint pages/sites, and writing How-To documents, guidelines, and SOPs a plus.
- Experience with Microsoft Intune (MDM) for device configuration, security, and administration.
- Exposure to Single Sign-On (SSO) setup/administration, Concur, and Adobe (Acrobat/Creative Cloud) a plus.
- Experience with VoIP/softphone systems a plus.
- Experience with camera/video security systems and door access/key fob systems a plus.
- Experience administering a help desk/ITSM platform (Zoho ServiceDesk Plus or similar) — not just working tickets, but configuring workflows, SLAs, and accounts — a plus.
- Working knowledge of Power BI, Dynamics 365 Sales, and Business Central a plus, but not required.
- Strong customer service orientation, organization, and time management skills.
- Ability to work independently and manage competing priorities.
- Strong written, verbal, communication, and interpersonal skills.

MINIMUM QUALIFICATIONS

- BA/BS in Computer Science, Information Technology, or related field, or equivalent work experience.
- Minimum 3 years of hands-on IT support experience in a corporate, multi-location environment.
- Hands-on experience with Microsoft 365, including Office applications and basic Azure AD administration.
- Basic understanding of networking concepts and client/server technology.
- Exposure to Navision ERP, Dynamics CRM/Sales, Business Central, or similar business applications a plus.
- Microsoft and/or CompTIA A+ certifications desired.
- Strong written, verbal, communication, and interpersonal skills.

PHYSICAL EFFORT

While performing the duties of this job, the employee must have the ability to work in a constant state of alertness and in a safe manner at all times, and is frequently required to talk and hear; frequent operation of computer and other office equipment, the ability to sit at a workstation for long periods of time, stand, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as needed, and to occasionally lift and carry items up to 50 pounds. The ability to see details at close range (within a few feet of the observer).

- Ability to read and understand information and ideas presented in writing.
- Ability to apply general rules to specific problems to produce answers that make sense.
- Ability to tell when something is wrong or is likely to go wrong.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to combine pieces of information to form general rules or conclusions.

WORKING CONDITIONS

The noise level in the office environment is usually quiet to moderate. Work may occasionally require walking to the adjacent warehouse, where there can be more noise and exposure to forklifts and chemicals. Work may on occasion require weekend and/or evening work. Some travel may be required.

INTERESTED?

Please send a resume and cover letter to: careers@atpgroup.com.