



Trailhead Networks is an IT Service Provider that delivers fast and reliable IT Support and Computer Services to small businesses in Grand Rapids and the greater West Michigan area. We offer technology solutions that include IT Consulting, Cloud Solutions, Business Disaster Recovery, Network Design and Implementation, and Help Desk Support.

Help Desk Support Analyst

We're looking for a Tier 1 Help Desk professional to join our team. You'd be working on things like general help desk support, setting up new workstations, troubleshooting printers, adding users, Internet connectivity, troubleshooting software, and all of the things you'd expect small businesses need to keep their network and workstations running smoothly.

Qualifications

We're looking for someone who loves tech and has great problem solving skills. A degree would be great, but we're more interested in your work or school experience and certifications.

Communication skills are very important to us. You need to be able to speak to all levels of users avoiding tech-speak at all costs. Clear and concise writing skills are essential.

We use a help desk ticketing system so you need to be comfortable tracking 100% of your time every single day.

You should be comfortable working on several items at the same time, switching from one task to the next, and handling clients professionally from start to finish.

We can provide a great learning experience. We're passionate about learning and improving both our services and our employees, and we expect the same from anyone we hire.

\$17.50 per hour. Part-Time, Flexible Work Hours Available Mon-Fri, 7am to 6pm

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