



## ***Now Hiring: Desktop Support Engineer***

### **Desktop Support Engineer**

The Desktop Support Engineer position requires an energetic, results oriented software professional to be based out of our Troy, Michigan office. The position is responsible for providing quality and professional desktop support to all employees and sub-contractors. This position includes installation, configuration and support of the following:

- Desktop computers
- Laptop computers
- Personal and Network printers
- Desktop applications

### **Job Duties**

- Utilize ticket tracking system to document results of problem resolution sessions
- Perform basic user administration on servers
- Responsible for system preparation, including software installations and user configurations, for new and rebuilt systems for employees
- Perform software installs, minor hardware repairs/maintenance, and assist with moving employees' desktop equipment
- Responsible for proactively managing high severity and priority incidents from identification to resolution and escalation to appropriate group
- Support Microsoft Office applications

### **Job Requirements**

- BA/BS degree in Computer Science or equivalent work experience
- 1-2 years of relevant experience
- Experience with Windows 7, Windows 10 and Active Directory
- Excellent customer service skills

### **Job Snapshot**

Pay: Salary

Employment Type: Full-Time

Job Type: Information Technology

Experience: Minimum 2 years

Manages Others: No

Travel: No

Location: Troy, MI

Required education:

- Bachelor's

Required experience:

- Relevant Support: 2 years

We are an equal opportunity employer!

For immediate consideration please submit resume in confidence to [employment@pjr.com](mailto:employment@pjr.com)!