

Help Desk Technician

Middleburg Heights, OH

Description

As a Level 1 help desk technician, the successful candidate will provide technical support to our user base, directly and via phone to resolve issues, reported via a ticketing system. The technician will also help with ongoing maintenance, including configuration of new hardware, backup and restore, data transfer and decommissioning of old hardware per written procedure. The successful candidate will have the ability to be productive in a multi-tasking environment,

Responsibilities:

- Provides technical support to ZIN enterprise users, including engineers and admin staff.
- Provides answers to users by identifying problems, researching answers, and guiding users through corrective steps.
- Configure hardware for deployment to the enterprise, per written practices
- Assist users in deploying company-provided software
- Comply with, and help users comply with IT Security requirements
- Interface vendor support as required
- Logging and documenting solutions, practices, and maintaining documentation.
- Providing hardware specification for specific user requests
- Improves system performance by identifying problems and recommending changes.
- Updates job knowledge by participating in educational opportunities and maintaining personal networks.
- Accomplishes information systems and organization mission by completing related results as needed.
- Deliver dedicated customer service, analysis, and problem resolution to ZIN enterprise users
- Display excellent written and verbal communication throughout all levels of the organization

Requirements

- **US CITIZENSHIP OR VALID GREEN CARD REQUIRED**
- 1-3 years of experience in a Help Desk environment
- Working knowledge of office automation, including Microsoft Office 365 and Windows Operating Systems
- Working knowledge of Microsoft Active Directory, networks, IT Security concepts and best practices

Preferences

- Bachelor's Degree preferred; experience in lieu of degree with certifications considered
- Experience with DUO, CrowdStrike's Falcon Prevent, Mimecast, mobile device configuration, VMware, BackupExec, and/or Linux-based servers are a plus but not required

About Us

ZIN Technologies, Inc. is a federal contractor and an award-winning AS 9100 registered small, disadvantaged business (SDB) headquartered in Northeast Ohio. Established in 1957, ZIN is a leader in providing advanced engineering services and product development solutions for NASA, DoD, and private industry.

ZIN provides full lifecycle development of aerospace systems including design, development, engineering, integration, test, evaluation, orbital operations, systems modeling, simulation, verification, and validation. The flight hardware lifecycle spans concept definition, design, development, fabrication, verification, integration, launch, operations, and data processing.

We offer expertise in multi-discipline engineering, system and product development, production, and research and technology development. ZIN'S engineering capabilities include systems, mechanical, electrical, fluids, propulsion, structural, thermal, integration and test.

ZIN has a strong heritage in the areas of Space Operations including payload operations, space communications, navigation, and network reconfigurable testbed. ZIN supports exploration systems (ORION, SLS, ISS, commercial vehicles) and space technologies (advanced communications, power, propulsion, cryogenics).

Our award-winning 200+ person organization consists of scientists, engineers, designers, and technicians. ZIN employs an integrated performance-based management approach, providing experienced people, proven processes and tools and exceptional cost, schedule, and technical performance while identifying and managing program and project risks.

Offering Unsurpassed Product, Process and Service:

- Prime contractor
- Sub-contractor
- Product manufacturer
- Value-added service provider

Company Benefits and Programs

In addition to competitive salaries, ZIN offers excellent benefits to our associates, including medical, vision, and dental insurance; short- and long-term disability; life insurance; paid leave and paid holidays; 401(k) retirement plan (immediate vesting); education and training reimbursement; professional development opportunities; employee assistance program; flexible spending plans; credit union membership; and direct deposit.

As a federal contractor, ZIN Technologies strives to comply with all applicable customer, federal, state, and local requirements, up to, and including, COVID-19 vaccine regulations. ZIN Technologies may require its employees to obtain full COVID-19 vaccination, provide proof of vaccination status as a condition of employment, provide documentation to substantiate a valid exemption, as defined by law, and/or comply

with all safety protocols related to COVID testing, mask wearing, and physical distancing while in covered contractor workplaces.

ZIN-Technologies, Inc. is an Equal Employment Opportunity Employer
Minority/Female/Disabled/Veteran