

Service Desk Technician Position

Job Description:

As part of DataBank, Arsalon's hosting footprint spans five enterprise class data centers in Texas, Kansas, and Minneapolis. Each data center offers state-of-the-art network infrastructure, security protocols, and environmental controls systems to ensure reliable service for your hosting needs. With the rapid growth and expansion Arsalon Technologies is looking for Service Desk Technicians to support the continuing demand for our Co-Location and Managed Services.

Arsalon is looking for talented, energetic Service Desk Technicians capable of working in a fast-paced environment. This position allows the right individual to get their foot in the door to a very fast growing company that has limitless growth potentials.

This is an entry level position and you should be open to working day or night shifts.

Responsibilities and duties include:

- Receive and install new server, network and storage devices.
- Troubleshoot of all aspects of server hardware and related storage products.
- Monitor and maintain all in-rack devices (e.g. servers, network devices, storage, PDU, UPS, etc.).
- Coordinate hardware warranty replacement with vendors.
- Escalate tickets as needed and collaborate with teammates to resolve issues.
- Maintain data center component inventory.
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Read technical manuals and conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Confer with team and management to establish requirements for new systems or modifications.

Skills required:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Time Management — Managing one's own time and the time of others.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge/Certifications:

- Network+
- CCNA
- Microsoft Certifications
- Linux Certifications
- Data Center Experience
- Enterprise Windows and Linux Experience
- A+
- Security+

Travel Required: No

Telecommute: No