

Sr. Service Desk Advisor

LOCATION: DALLAS/FORT WORTH



WHY PEGASUS

At Pegasus, we get up in the morning to deliver an elevated experience for our customers unlike any other. Our customers need technology experts that are passionate about their success. Pegasus listens, learns their business and they can always trust us to design the right solutions that deliver business value. We invest in our people and emphasize our culture, which extends to everyone we work with. Building lasting relationships is at the heart of what we do. Because for us, it's not just business... it's personal. We care! It's who we are. Beyond our technical and industry honors, we are proud to earn the following workplace awards for our unique culture and commitment to our Pegasus Family:

- 2017/2018 DALLAS BUSINESS JOURNAL'S BEST PLACES TO WORK
- 2018/2019 DFW'S BEST & BRIGHTEST COMPANIES TO WORK FOR
- 2018/2019 TEXAS MONTHLY'S BEST COMPANIES TO WORK FOR IN TEXAS
- 2018 BEST & BRIGHTEST COMPANIES TO WORK FOR IN THE NATION

OVERVIEW

Pegasus is seeking a passionate, hardworking Senior Service Desk Advisor to join our Managed Services Department. Responsibilities for the Senior Service Desk Advisor will include:

- Respond to customer Support Tickets promptly, providing concierge-level support, documenting resolutions to support requests daily and escalating tickets as needed
- Install, migrate and manage Windows Server environments (2008R2/2012/2016)
- Provide on-site & remote support, with issues ranging from simple desktop configuration and network troubleshooting to firewall implementation and support/maintenance related to Windows Server & Exchange
- Communicate effectively with clients via phone and email, responding to all requests and concerns in a timely fashion and explain resolutions, answer questions, and provide professional advice as needed
- Actively collaborate in the development and maintenance of IT Support processes
- Identify infrastructure system needs and provide feedback for development

KEY CHARACTERISTICS

- **SELF-MOTIVATED:** You understand assigned goals and objectives and take pride in seeing them completed quickly and efficiently. You're driven, even when no one is watching. Especially then.
- **EXCEPTIONAL COMMUNICATION:** You communicate diplomatically and consistently with internal teams and clients.
- **TECH-SAVVY:** You've been tinkering with computers from a young age, track tech trends and products and understand how to leverage technology. You are able to execute and prioritize tasks in a high-pressure environment
- **TEAM PLAYER:** You are comfortable providing constructive input and ideas to grow the organization and you welcome feedback. "That's not my job" isn't in your vocabulary.
- **HUNGRY FOR GROWTH:** You thirst for more – learning, achievement and expertise. You enjoy exploring new products and services and crave expanding your knowledge base for the benefit of your team and for yourself.

REQUIRED TECHNICAL SKILLS & EXPERIENCE

- Microsoft Windows Server 2008R2/2012/2016, Active Directory & Microsoft Exchange
- Virtualization: VMware, Hyper-V
- Router/Firewall/Switch configuration and management (Fortinet, Cisco, Watchguard, Sophos, etc.)
- Microsoft Windows 7,8 and 10
- Microsoft Office 2010, 2013 and 2016
- LAN/WAN, DNS, DHCP and Domain Controllers
- Wireless Network configuration and troubleshooting
- Printer/Scanner setup and configuration
- Linux experience is a plus

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PREFERRED SKILLS & EXPERIENCE

- Minimum of three years of experience working in a technology/IT related field
- Past experience working for an IT Consulting or Computer Services company

OTHER REQUIREMENTS

- Must have a reliable form of transportation
- Must be familiar with ticketing/help desk software (i.e. Automate, ConnectWise, IT Glue, etc.)
- Must be familiar with RMM software (i.e. Automate, ConnectWise, etc.)

TO APPLY:

Visit <https://pegasustechsolutions.com/join/> or email careers@pegasustechsolutions.com.