



Open Position: Service Desk/ Support Technician II

Location: Hybrid

Job Type: Full-Time

Salary Range: \$68,600-\$103,000

Massachusetts Property Insurance Underwriting Association is looking for a Service Desk/ Support Technician II to join our IT department. This position reports to the IT Manager - Infrastructure and Security and has no supervisory responsibilities.

This position is responsible for providing advanced customer service to end-user calls for assistance by logging, troubleshooting, resolving, escalating, and documenting all tickets using the service desk automated tool. Provides hardware, software, and network support to Association employees, for all equipment and software supported by the IT department, including PCs and laptops, mobile devices, desktop phones, printers. Provides user account management for the network and production applications and maintains established change management documentation procedures. Deploys, upgrades, and maintains system images and end-user software packages. Assists with escalations from the Service Desk Technician. Assists system administrators with server creation, deployment and other responsibilities.

### **JOB REQUIREMENTS:**

This position requires a high school diploma and 5+ years of prior experience supporting Windows users in a helpdesk environment. Must have a strong knowledge of current Supported Windows OS, Microsoft Office Suite, PC hardware and peripherals, and popular software applications (Microsoft Office Suite, Adobe, Zoom). Must have a working knowledge of Windows Server Active Directory User Management, Group Policy, DNS, Microsoft 365 Entra ID, Intune, OKTA. Strong verbal and written communication skills are needed to communicate with colleagues, clients and/or vendors and an ability to express ideas and concepts clearly is required. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills and a high level of accuracy and attention to detail are crucial. Must be able to work independently, have computer proficiency and maintain confidentiality. Must have good organizational, research, and time management skills and the ability to prioritize and handle many projects at once. Must be able to work with minimal supervision.

Microsoft Windows/Azure Certifications, CompTIA A+ or Network+ Certification required.

- Answers help line phone calls from users requesting assistance and creates tickets in the service desk automation tool. Manages tickets that originate from the service desk web portal or email. Resolves all open tickets in a timely manner or reassigns them to the appropriate IT personnel.
- Uses automated diagnostic programs and research tools, including technical support pages on the Internet and user manuals to solve PC problems. If unable to solve the problem forwards all information to the Support/Systems Administrator. Reports recurrent PC problems to the Support/Systems Administrator.
- Creates, modifies, and deletes user accounts as new employees are hired, changes are requested by supervisors for current employees, and as current employees leave. These include but are not limited to PC Logons, Security Cards, Email Services, Infinity accounts, and ImageRight Accounts.
- Prepares computers and peripheral equipment for delivery to employees, including imaging new PC hardware with the appropriate software and operating system. Re-images corrupt system as needed.
- Aids Support Systems Administrator in creation of Windows Servers and virtual workstations as needed.
- Assist in the creation, management and deployment of Microsoft Intune Device policy.
- Places service calls for equipment and third-party software to appropriate vendors, as needed.
- Meets weekly with IT Manager – Infrastructure and Security to provide updates on open tickets and projects.
- Assists users in the proper use of PC hardware and software and provides training when needed.
- Keeps current with emerging technologies as they apply to this position. Using training methods provided by association.
- Provides backup coverage and support to the Service Desk / Support Technician and Production Support Analyst.
- Maintains equipment database and performs equipment audit alongside Service Desk / Support Technician.
- Assists in cross organizational duties with GFMS.
- Provides backup to the Support Systems Administrator for coverage for maintaining daily backups.
- All other duties and projects as assigned

#### **ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:**

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Must be able to remain in a stationary position 100% of the time.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.

- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors, and other internal and/or external business partners on the telephone, in writing and in person.
- Think analytically, concentrate on assigned tasks, observe, and remember detail, and make decisions sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at [www.mpiua.com](http://www.mpiua.com). Interested applicants should send resumes via e-mail.

We are an Equal Opportunity Employer. The Association will give fair and equal consideration to all applicants regardless of race, color, religion, sex, marital status, parental status, national origin, ancestry, sexual orientation, gender identity or expression, pregnancy or pregnancy-related conditions, military service, veteran status, age, disability, genetic information, natural or protective hairstyle, prior psychiatric treatment, use of family and medical leave, or any other characteristic protected by relevant federal, state and local laws, except where a good faith occupational qualification applies.