[Hybrid] Helpdesk Technician

Akron, OH · Hybrid · Full-time · **$55k–65k**

[Hybrid] Helpdesk Technician
Location: Akron, OH; Hybrid Flexibility after 3-6 months
Salary: $55,000-$65,000
Benefits: Medical, Vision, Dental, 401k, Holidays, PTO, Paid Certification and Training Programs, Compensation Growth Through Certifications
Job Type: Full-Time
Typical Hours: M-F, 8am-5pm Great Work/Life Balance!
Sponsorship is not available

[Hybrid] Help Desk Technician (IT Support Exp. Req.) Description

Our client, a growing MSP, is seeking a Help Desk Technician to join their team in Akron. You'll spend about 80% of your time supporting end users and resolving tickets, with the remainder focused on troubleshooting systems, networking, and other technical issues. We are looking for someone who enjoys both sides of the role: helping users while also solving more complex technical problems. This is more than a traditional Help Desk role. You'll have opportunities to troubleshoot Microsoft 365, Active Directory, and networking issues beyond basic password resets and workstation support. Whether you've worked in an MSP environment or an internal IT department, they're looking for someone who enjoys variety, wants to continue developing their technical skillset, and is hungry to grow. Their leadership team invests heavily in employee development, including paying for certifications and rewarding employees financially as they build their technical skillset. This is an opportunity to join a stable team with excellent tenure, true work/life balance, flexibility when needed, and a leadership team that prioritizes employee well-being over burnout.

Hybrid Schedule: Onsite training is required for the first 3 to 6 months. Once fully ramped up, employees have the flexibility to work from home a couple of days per week.

[Hybrid] Help Desk Technician (IT Support Exp. Req.) Responsibilities

- Provide technical support via phone, email, and ticketing system
- Troubleshoot Windows, Microsoft 365, and common hardware and software issues
- Support Microsoft 365 applications, Active Directory, and user account management
- Troubleshoot basic network connectivity, VPN, printer, and login issues
- Configure workstations, laptops, mobile devices, and user accounts
- Support employee onboarding, offboarding, and workstation deployments
- Communicate directly with clients throughout issue resolution
- Collaborate with senior engineers, escalating more complex issues when needed
- Pursue ongoing training and certifications to continue developing technical skills

[Hybrid] Help Desk Technician (IT Support Exp. Req.) Qualifications

- 2 years of hands-on IT support, help desk, or desktop support experience
- Basic Active Directory experience, including password resets, account unlocks, and user account

management

- Experience troubleshooting Microsoft 365 applications and common user issues
- Foundational networking knowledge, including TCP/IP, DNS, DHCP, and basic network connectivity troubleshooting

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