

PEGASUS NOW HIRING

MSP | TIER 1 SERVICE DESK ADVISOR

WHY CHOOSE TO JOIN THE PEGASUS FAMILY?

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. 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, 2019 Dallas Business Journal's Best Places To Work
- 2018, 2019, 2020 DFW's Best & Brightest Companies To Work For
- 2018, 2019, 2020 Texas Monthly's Best Companies To Work For In Texas
- 2018, 2019 Best & Brightest Companies To Work For In The Nation

QUALITIES WE SEEK AND ENCOURAGE IN TEAM MEMBERS:

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.

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.

OPEN TO NEW PEOPLE & IDEAS

You are an open minded person who likes to try new things and meet new people. You enjoy exploring new products and services and crave expanding your knowledge base for the benefit of your team and for yourself.



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RESPONSIBILITIES

- Acting as the initial point of contact to the customer for all types of service requests
- Logging all tickets with complete and pertinent detail
- Coordinating all support groups to ensure maximum utilization of billable resources
- Pre-processing service requests as they arrive through email, manual entry, or phone
- Scheduling internal and field resources on the dispatch portal
- Monitoring resource schedules to ensure prompt time entry on service requests
- Alerting management when necessary for high visibility, level three incidents, and critical issues.
- Identify trends in tickets and combine when necessary
- Maintaining documentation for all Service Desk and end user processes and procedures
- Communicating with customers as required:
 - Keeping them informed of incident progress
 - Notifying them of impending changes and agreed outages
 - Following-up with users until issue is resolved
 - Providing a concierge/white glove level of service
 - Working with all level of users

QUALIFICATIONS

- Basic computer and operating system knowledge
- Strong organizational skills
- Ability to work in a team and communicate effectively
- Interpersonal skills such as: telephony skills, communication skills, active listening and customer-care
- Candidate must have proven experience with, Windows OS and MS Office
- Candidate should have familiarity with the IT Service Desk role and Managed Services
- Ability to multi-task and adapt to changes quickly
- Experience with Connectwise Manage is a plus
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment
- Ability to read a project plan and schedule based off outline provided
- Ability to defuse client panic with reassurance and calm demeanor

SHIFT HOURS

8 am to 5 pm

APPLICATIONS

TO APPLY FOR THIS POSITION, PLEASE VISIT:
<https://pegasustechsolutions.com/join-our-team/>

OR EMAIL YOUR RESUME TO:
careers@pegasustechsolutions.com