

PEGASUS NOW HIRING

MSP TIER III 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:

- **2017-2020** Dallas Business Journal's Best Places To Work
- **2018-2020** DFW's Best & Brightest Companies To Work For
- **2018-2020** Texas Monthly's Best Companies To Work For In Texas
- **2018-2020** 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.

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.



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RESPONSIBILITIES

- Primarily responsible for end-to-end IT infrastructure support
- Provide comprehensive and timely resolution of all end user technical issues
- Provide escalation support for Tier 1 and Tier 2 engineers
- Provide support for Cloud solutions as well as on premise server solutions and virtualization
- Break/fix software & hardware support such as OEM-certified warranty repairs
- Provide support for networks, servers and VoIP technologies
- Support end users remotely using Connectwise Automate and other commercial tools.
- Troubleshoot issues involving applications on and off premise (e. g. cloud)
- IT support may be provided remotely via remote administration tools or deskside
- Onsite support for incidents, service requests and changes as needed
- Provide end user device configuration
- Responsible for device, operating system, software and/or application troubleshooting
- System updates and/or restoration activities as necessary

QUALIFICATIONS

DESIRED BUT NOT REQUIRED

- 6+ years experience in IT Support/Help Desk positions
- 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 must have proven experience supporting Windows Active Directory, installing and configuring 20XX windows servers as well as troubleshooting in large environments.
- Candidate must have proven experience with VMware support and configuration
- Virtualization experience is a must
- Candidate must have experience with Azure and cloud virtualization
- Candidate should have familiarity with the IT Service Desk role and Managed Services
- Shift Hours: 8 am to 5 pm
- 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

APPLICATIONS

TO APPLY FOR THIS POSITION, PLEASE VISIT:

<https://pegasustechsolutions.com/join/>

OR EMAIL

careers@pegasustechsolutions.com

