

Level 2 Service Desk Analyst

Lighthouse Technology Services is seeking Level 2 Service Desk Analysts for permanent roles in Buffalo, NY. We are looking for someone who has a passion for solving problems, learning constantly changing technology, and providing service desk support aimed at first-call resolution and complete user satisfaction.

Responsibilities Include:

- Assist client partners in solving technical problems.
- Provide technical assistance and support related to computer systems, hardware, or software.
- Respond to queries, runs diagnostic programs, isolate problems, and determine how to resolve issues.
- Challenge each other to grow, solve problems, and to be the best IT solutions provider possible.

Requirements Include:

- 1-3 years proven professional workplace experience (Or AS CS or CIS Degree or equivalent)
- Minimum Level 1 experience, level 2 preferred
- Reside in WNY area
- Flexibility in work hours (7am – 8pm) – (Sample Shifts Include 10a-7p and 3p-12a)
- Knowledge of Active Directory
- Strong Customer Service Skills
- Knowledge of MS Office Products and Support
- Email Support experience (preferably in O365/Outlook)
- O365 support and admin experience
- A+ Certification
- PC Hardware Support knowledge
- Remote User Support
- Strong documentation skills
- Strong phone skills