

LammTech is a strategic business partner to a wide variety of clients, providing integrated Information Technology services. These services range from maintenance to project management to comprehensive IT Management Services. We are engaged by our clients to identify technology challenges and opportunities in front of them and develop effective solutions and strategies to help them grow their businesses.

Our company is currently seeking an Help Desk Support Specialist who will provide on-site and remote services to our clients and participate in the implementation of technical architecture solutions based on client business requirements and IT strategies. We serve an area within a 150 mile radius of Sedalia, MO. A responsible driving history is required and all candidates must agree to an extensive personal background check. On Call rotation is required.

Your ability to support current technologies along with at least two years in a technical role, with proven problem solving and troubleshooting; strong communication/interpersonal capabilities; a high degree of accuracy and attention to detail; excellent planning and organization, along with strong technical writing skills will ensure your success within our organization.

Successful candidates will possess the following skills and product knowledge:

- Answer inbound service/support calls and create service tickets.
- Monitor ConnectWise Service Boards for new service tickets.
- Troubleshoot basic local network and internet connectivity.
- Manage anti-spam Allow Lists and Denied Lists for individual end-users.
- Train end-users on managing Allow Lists and Denied Lists.
- Possess knowledge of User account maintenance.
- Install security software and perform virus/spyware remediation for desktops and laptops.
- Assist with deployment of new desktop and laptop computers: Unpack, setup assemble new computers, drivers, clear print jobs from server.
- Setup of email client software (Outlook, Smartphones, Tablets), assist client with gaining access to OWA.
- Review reports and management consoles for status of scheduled onsite and offsite backups.
- Maintain and update White/Black list web sites in firewall content filtering on UTM.
- Provide support to fellow employees assisting them accomplishing their tasks.

<p>Compensation / Benefits TAE (Targeted Annual Earnings) Based on hourly wage plus goal attainment incentives: \$ 34,320 - \$ 37,888</p>
<p>Benefits</p> <ul style="list-style-type: none"> • 100% of employee’s premiums are paid by LammTech • Group Health • Vision • Dental • Life Insurance
<p>PTO and Paid Holidays</p>
<p>401(k) Retirement Plan</p>
<p>Business Hours 8am-5pm Monday-Friday</p> <p>Afterhours/weekend work scheduled. Pager duty on rotation.</p>

MISSION

To treat our clients with respect. To be honest. To be fair. To be a great place to work. To be known as one of the best companies in the Midwest to do business with and to work for.

VISION

To continue to grow our company so that the staff has promising, long-term careers while preserving personal relationships based on trust and mutual success with our clients.

VALUES

Trust • Loyalty • Commitment • Honesty

We conduct business with integrity and professionalism and have a personal interest in your success.

