

LammTech is a dynamic and forward-thinking technology partner, providing integrated Information Technology services to a diverse range of clients. Our services span from proactive maintenance to strategic project management and comprehensive IT Management Services. We pride ourselves on identifying technological challenges and opportunities for our clients, developing effective solutions, and helping them achieve business growth.

We are currently seeking a dedicated **Help Desk Support Specialist** to join our team. In this role, you will provide both on-site and remote services to our valued clients. You'll play a crucial part in implementing technical architecture solutions based on client business requirements and IT strategies. Our service area covers a 150-mile radius around Sedalia, MO. A responsible driving history is essential, and all candidates must consent to an extensive personal background check. On-call rotation is also required.

Key Responsibilities:

Service and Support:

- Answer inbound service/support calls promptly and professionally.
- Create and manage service tickets using ConnectWise.
- Troubleshoot basic local network and internet connectivity issues.
- Assist end-users with managing anti-spam Allow Lists and Denied Lists.
- Provide training to end-users on Allow List and Denied List management.
- Maintain user accounts and permissions.

Technical Expertise:

- Utilize your technical acumen to support current technologies.
- Leverage at least two years of experience in a technical role.
- Demonstrate problem-solving skills and effective troubleshooting.
- Communicate effectively with clients and colleagues.
- Pay meticulous attention to detail and accuracy.
- Exhibit excellent planning and organizational abilities.
- Showcase strong technical writing skills.

Additional Responsibilities:

- Install security software and perform virus/spyware remediation for desktops and laptops.
- Assist with the deployment of new desktop and laptop computers, including unpacking, setup, and driver installation.
- Set up email client software (Outlook, Smartphones, Tablets) and assist clients with gaining access to OWA.
- Review reports and management consoles for the status of scheduled onsite and offsite backups.
- Maintain and update White/Black list websites in firewall content filtering on UTM.
- Provide support to fellow employees, assisting them in accomplishing their tasks.

Qualifications:

- Minimum of two years in a technical role.
- Strong communication and interpersonal skills.
- Technical writing proficiency.
- Responsible driving history.
- Willingness to participate in an on-call rotation.
- Attention to detail and accuracy.

Compensation / Benefits

TAE (Targeted Annual Earnings) Based on hourly wage plus goal attainment incentives:

\$ 34,320 - \$ 37,888

Benefits

- 100% of employee's premiums are paid by LammTech
- Group Health
- Vision
- Dental
- Life Insurance

PTO and Paid Holidays

401(k) Retirement Plan

Business Hours

8am-5pm Monday-Friday

Afterhours/weekend work scheduled. Pager duty on rotation.

Why LammTech?

- Join a collaborative and innovative team.
- Contribute to meaningful projects that impact our clients' success.
- Opportunity for professional growth and development.
- Competitive compensation and benefits package





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.

