

Position: Remote Service Desk Engineer (Level 1/2)

Date Created: March 13, 2022

Reports to: Director, Remote Service Desk

Date Revised: September 17, 2026

Overview

Responsible for installing, configuring, troubleshooting, and maintaining Windows and Apple desktops, laptops, and peripherals, as well as supporting users on Microsoft 365 and Google Workspace. This is a remote position within the United States.

Responsibilities

- Install, configure, and troubleshoot hardware, software, and applications, including but not limited to:
 - Microsoft Office / Microsoft 365 Suite
 - Google Workspace (Gmail, Drive, Calendar, Meet, Docs, Sheets, Admin console)
 - Adobe
 - Other line of business applications
- Work closely with other team members to support client end users.
- Respond to Service Desk tickets and alerts in a timely manner.
- Other duties as requested.

Must-Have Requirements

Candidates who do not meet the items below will not be considered.

- **Minimum 3 years** of hands-on IT support experience (help desk, service desk, or desktop support).
- **Google Workspace knowledge** — demonstrated ability to support end users and administer core Google Workspace services (Gmail, Drive, Calendar, Meet, Docs/Sheets, user/group management).
- High school diploma or equivalent.
- Able to work traditional business hours and weekends as needed.
- Ability to work with little or no supervision.

Preferred Qualifications

- Associate degree or higher in an IT-relevant discipline.
- Industry certifications or equivalent experience, such as:
 - Microsoft 365 Certified: Modern Desktop Administrator Associate
 - CompTIA A+ / Network+ / equivalent
 - Apple Certified Technical Coordinator (ACTC)
 - Google Workspace Administrator certification

Technical Skills

- PC configuration and imaging (Windows 10 / Windows 11).
- Experience with on-premises Active Directory and/or Microsoft Entra ID (Azure AD).
- Microsoft Office / Microsoft 365 (Outlook setup, Excel, PowerPoint, Teams).
- Google Workspace administration and end-user support.
- Understanding of TCP/IP and basic subnetting.

Soft Skills

- Excellent verbal and written communication skills.
- Attention to detail.
- Ability to prioritize and multitask multiple requests.
- Ability to create clear documentation.
- Ability to read, understand, and follow oral and written instructions.
- Ability to explain technology in an easily understood manner.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk, hear, and see. The employee is required to sit for long periods of time and will spend approximately 90% of their time on a computer. The employee will occasionally lift, push, or move up to 10 pounds.

Work Environment

The noise level in the work environment is usually moderate.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Date