

**Desktop Engineer**  
**Region: NH/ME**

**Key Responsibilities/Skills:**

The Desktop Engineer will provide support to the employees of Atlantic Broadband, employing a high degree of customer service, technical expertise and timeliness. The Desktop Engineer provides an advance level of remote IT assistance for problem resolution and escalate complex problems to higher tier personnel. He/She takes ownership of an issue and follows through on a resolution with end users and other pertinent information technology staff. Tracks support calls in the Help Desk ticketing system.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues
- Leverage troubleshooting skills, documentation and on the job training to document, resolve or escalate support requests
- Use basic and advanced troubleshooting technique to resolve or route issues pertaining to email problems or features, network connectivity, personal computer problems, and application problems for employees
- Utilize help ticketing system to document and route support case to the appropriate groups who can assist in resolving the issue
- Research questions using available information resources
- Advise user on appropriate action
- Administer help desk software
- Identify and escalate situations requiring urgent attention
- Track user licenses
- Perform computer maintenance, upgrades, and configuration