

**Come join us and grow your career with CTG! CTG has worked with this international, Fortune 500 end-client for over 15 years! Apply with CTG for this exciting opportunity!**

Duration: 12+ months

Location: Corning, NY

Job Title: Desktop Support Technician

Work Hours: Monday-Friday 8am-5pm

Pay Rates: \$16-19/hour based on experience

**Day to Day Responsibilities:**

- Active Directory Administration
- Limited support for corporate mobile devices
- Familiarity with cloud applications (Box, Office365, etc.)
- Troubleshooting Cisco VPN connectivity
- Familiarity supporting Citrix connectivity
- Remediating Symantec Endpoint Protection
- Dameware remote connection/utilization
- Altiris Deployment server utilization
- Asset management skills
- Internet Explorer and various browser(s) support
- Installation/configuration of various Adobe products
- Installation/configuration of Check Point endpoint client software
- Printer/driver troubleshooting & installation
- ServiceNow utilization
- Cisco WebEx service support
- Box user administration
- Deployment/configuration of standard IP telephony
- Hardware ordering/deployment
- Documentation (records) management
- Knowledge base utilization
- Project interaction
- Customer scheduling/follow-ups
- End user equipment moves (disconnect/reconnect)
- Multi-team interaction and/or technical roundtable participation
- Standard device imaging via USB/PXE server(s)
- Smart-Hands tasks/functions outside of standard operational work

**Required Skills and Experience:**

- Associates Degree Required; Bachelor's Degree Preferred
- Active Directory familiarity
- Proficient in installation, navigation, and support of Microsoft Operating systems up to and including Windows 10
- Knowledge mobile device operating systems such as IOS and Android
- Microsoft Office (Word, Excel, Outlook Email and Calendaring, PowerPoint, Access)
- Documentation skills
- Good oral and written communication skills
- Problem solving skills
- Ability to work independently or as part of a team

**Additional Information**

- No third party resumes will be accepted
- Drug testing and/or other employment-related inquiries may be conducted
- All individuals MUST be able to work on a W2 Tax basis (no C2C or third party vendors)!
- Candidates must currently reside in USA or Canada
- CTG is an Equal Employment Opportunity employer. CTG is an E-Verify Company

**To be considered for this opportunity, please apply directly through our website by clicking the link below or email your Word version resume and salary expectations to**

**[Amanda.Dianetti@ctg.com](mailto:Amanda.Dianetti@ctg.com)**