

HELPDESK SUPPORT LEVEL II

Location: Orlando, Florida
Job Status: Full-Time



Position Summary:

The **Helpdesk Support Level II** role is to manage our ticketing system and provide technical support and assistance to all Adacel employees

Essential Duties and Responsibilities:

- Assess and triage incoming tickets in a timely manner
- Troubleshoot and resolve quick win tickets
- Document technical issues and resolutions in a clear and concise manner
- Ensure that tickets contain a clear path to the next steps and warm transfer to other technicians
- Provide training and guidance to employees on the use of our systems and software
- Setting up new workstations
- Create new user accounts, shared mailboxes, distribution lists, etc.

Competencies:

- Knowledge of Microsoft Office 365 applications and features, including Exchange Online and SharePoint
- Experience with Active Directory and Azure AD
- Familiarity with Windows and Linux operating systems
- Knowledge of anti-spam and anti-malware software
- Experience troubleshooting and resolving issues remotely
- Strong communication and customer service skills
- Ability to communicate technical ideas to non-technical people
- Strong multitasking capabilities
- Excellent time management skills

Qualifications:

Required

- Minimum of 3+ years of experience in IT support or similar role

Desired

- Knowledge of Atlassian products (Jira and Confluence)
- Experience with ticketing systems (Jira Service Management, Zoho Desk)
- Familiarity with cybersecurity training platforms (KnowBe4)
- Familiarity with password vaults (LastPass)
- Antivirus/Malware protection (Aurora Protect)
- Network management skills; help troubleshooting remote network issues and be part of the discussion about networking standards and IT vision
- System administration; knowledge of hardware, appliances, configuration, maintenance, etc.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.

Physical Requirements:

- Occasional lifting – up to 50 lbs.
- Repetitive wrist, hand, and finger movement.

Work Environment:

- Location: Orlando Office
- Job Status: Full Time
- Typically sitting at a desk

Benefits:

- Two weeks of vacation, seven paid holidays, one floating holiday
- Sick time accruals.
- 401K plan with company match.
- Employer contribution towards health insurance.

How to Apply:

- You may apply by accessing the following link: [\[Click Here\]](#)
- Adacel will only review the first 30 applicants, if no candidate is selected will proceed with the next 30, and keep on until selections is made.

Disclaimer:

Adacel is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, and protected veteran status.

This job description reflects management's assignment of essential duties and responsibilities. It does not restrict the duties and responsibilities that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties and responsibilities. If this job has a travel requirement, note that the frequency of travel may increase at any time due to adjustments in Adacel's business needs.