

## **JOB TITLE: IT HELP DESK TECHNICIAN- TORRINGTON**

O&G Industries, Inc., an innovative and diversified construction company, located in Torrington, is seeking an **IT Help Desk Technician** to join our team.

It is the first point of contact for all IT related issues including but not limited to hardware, software, and infrastructure.

### **Responsibilities:**

- Triage and escalate as needed initial telephone inquiries
- Manage help desk software/ticket system
- Troubleshoot and manage software, hardware, and network issues
- Provide help regarding the company's products and services
- Research users' questions using Help Desk User Manuals
- Identify and escalate situations requiring urgent attention such as outages and large-scale issues
- Commute to various job sites to set up equipment such as desktops, printers, and monitors

### **Qualifications:**

- Proven Help Desk experience a plus
- Strong understanding of hardware, software, and basic networking
- Possess strong customer service and communication skills
- Ability to prioritize and multitask efficiently
- Ability to lift heavy equipment

To access different languages for the application process, click **START YOUR APPLICATION**. Find the drop-down box in the right-hand corner and navigate between English, Spanish, French and Italian.

O&G Industries is an Equal Employment Opportunity/Affirmative Action Employer that recruits qualified applicants and advances in employment without regard to race, color, religion, age, gender, gender identity, gender expression, sexual orientation, ethnic or national origin, genetic information, disability, marital status, veteran status or any other status protected by applicable federal, state, or local laws. O&G Industries also prohibits harassment and/or retaliation of applicants and employees based on any of these protected categories.

We are committed to hiring a diverse workforce and sustaining an inclusive culture.

Women and Veterans of the US Armed Services are encouraged to apply.

We are an E-Verify Participating Employer.