



IT Support Engineer

Overview

Position: IT support engineer

Location: Maynard, MA

Job Description

Acacia Communications Inc. is a Maynard based startup in the optical communications field. Acacia is looking for a skilled IT help desk professional with 2+ years of experience to provide user support and solutions in our sophisticated IT environment. Candidate must have a proven track record of efficiently diagnosing and resolving complex user issues within agreed time scales. An in-depth knowledge of a range of software applications and operating systems is required, focusing on Windows OS and related applications.

Candidate will work independently to provide rapid, in-depth customer support. He or she must have a proven ability to diagnose problems, find the root cause, and provide excellent end-user experience. Candidate must be able to communicate complex information in an easily understood format to a diverse customer base.

Main Job Tasks and Responsibilities

- Respond to requests for technical assistance in person, via phone, or electronically
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Follow standard help desk procedures
- Administer help desk software
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports
- Inform management of recurring problems
- Stay current with system information, changes and updates
- Configure new employee laptops and phones

Required Skills & Experience

- 2+ years of relevant experience. Bachelor's degree preferred
- Working knowledge of fundamental operations of Windows software, hardware and other equipment.

For more information, visit our website www.acacia-inc.com or contact us at careers@acacia-inc.com



Three Clock Tower Place, Suite 210, Maynard, MA 01754, Phone (978) 938-4896



IT Support Engineer

- Experience with MS Office, Windows 7,8, Active Directory, Exchange, Dell Laptops and Servers, familiarity with Linux a plus
- Knowledge of relevant call tracking applications
- Related experience and training in troubleshooting and providing helpdesk support

Physical Requirements

- Ability to help lifting 100 pounds
- Bending, stretching, reaching

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