EAGLE NETWORK SOLUTIONS™
A Division of Enchanted Ventures, LLC

NOW HIRING · SCARBOROUGH, MAINE

HELP DESK · SCARBOROUGH, ME OFFICE

Service Desk Technician — Level 1

Take the next step in your IT career as a Service Desk Technician with a **supportive team**, tons of room for **career growth** and **comprehensive benefits**!

$25.00 – $28.50/hr	0–2 Years	Tech Mentors
SCALED TO YOUR EXPERIENCE	HANDS-ON PC SUPPORT	WHO WANT YOU TO WIN

Eagle Network Solutions is a busy, thriving, growing Managed Services Provider with offices in Maine and New Hampshire. We support an interesting variety of businesses, non-profits and local municipalities. We are looking for an L1 IT Technician to become a part of our collaborative team that wants you to win. You'll troubleshoot a good mix of end-user environments with engineers and get the hands-on technical experience that will grow your career.

What You'll Be Doing

- Supporting common business platforms (Microsoft 365 and Google Workspace) by phone, email, and in person
- Helping maintain client networks and security — LAN/WAN, firewalls, access points, and switches
- Troubleshooting across on-premises and cloud environments
- Managing your ticket queue: prioritizing, setting client expectations, and documenting work accurately
- Delivering the kind of service that makes clients say "wow, that was easy"

Skills You'll Need

- 0–2 years of hands-on PC support experience
- Familiarity with Office 365, plus general knowledge of hardware platforms, cloud services, ticketing systems and remote monitoring tools
- Top-tier people skills and a positive mindset — as a service business, we expect the unexpected to shake up our day
- The ability to stay organized, juggle priorities, and follow tasks through to the finish
- Genuine curiosity and a drive to keep learning new tools and technologies

What's In It for You

Pay
$25.00–$28.50 per hour, scaled to your experience

Benefits
Health insurance, PTO, retirement plan, and a bonus program

People
Friendly, people-focused management and technical mentors

Ready to Make Your Move?

Quick apply with your resume: **resume@eaglemsp.com**

OUR CORE VALUES

- Customer Experience is Everything
- Respect is Non-Negotiable
- Security is a Mindset, Not a Service
- First Responder Mindset
- People First. Always.