

Support Center Technician

Job Summary

As a Support Center Technician, you will provide mid-level support to our Managed IT Services clients. You will need to be proficient with Managed IT Services which includes monitoring, anti-virus, spam-blocking and backup products.

- Excellent Customer Service skills and the desire to exceed expectations
- Strong troubleshooting skills
- Advanced Windows Server support experience
- Experience with routers, switches, firewalls and other networking equipment
- Experience with managing and maintaining Exchange/Office 365
- Experience with Dell SonicWALL UTM equipment preferred
- Previous Support Center/NOC/Helpdesk experience preferred
- Strong understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and clients.
- Keen attention to detail
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.

Additional Skills Required

Client Advocate

- Implement local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data networks
- Develop and execute test plans to check infrastructure and system performance
- Perform network modeling and analysis
- Define blueprint designs for business technology initiatives
- Enforce policies for standardizing systems

Leader

- Maintain loyalty to overall company vision and a team environment
- Be proactive and contribute to process improvement and change
- Model professionalism both internally and externally

Benefits Include

- Medical, Dental and Vision Insurance
- Company paid life Insurance
- Flexible Spending Account
- Company matching 401K plan
- Paid time off and paid holidays
- Professional environment where your ideas are encouraged and you have the opportunity to grow your career

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