This position covers a wide range of tasks. The main responsibilities include Helpdesk/Deskside support for our clients, as well as assisting with Networking and Server Administration projects. This position is ideal for someone with good people skills (deskside manner), a working knowledge of IT technologies, and a desire to learn a wide range of skills through hands on experience. There will be opportunities to work with LAN/WAN, Servers (both virtual and physical), Wifi, Microwave wireless, Cloud and On Premises technologies. 90% of the work is Windows based, some Linux (AMI and Ubuntu). There are even some opportunities to work with microcontrollers and embedded systems if you are so inclined.

We are a small Managed Services company established in 2011 focusing on small and medium businesses. We strive to align our clients best interest with our own so that everything we do helps our customers succeed. This position will pay between $30k-$40k depending on experience.

**Primary Responsibilities:**

- Provide technical support and assistance for incoming incidents and requests related to computer systems, applications, and hardware.
- We use Kaseya and some other tools to allow for full remote access to be used as needed.
- Work with users to clarify information and set proper expectations.
- Report any quality-related or client-related issues to management.
- Proactively monitor client’s IT infrastructure by ensuring the checklist if followed in a timely manner.
- Keep client documentation up to date when encountering changes.
- Other responsibilities as assigned.

**Requirements for this full-time position include:**

- Working knowledge of Microsoft operating systems (Windows XP, 7, Server 2008 along with Microsoft Office 2010 & 2013 suite including Outlook/Exchange email services).
- Great written and verbal communication skills. Must be personable and good on the telephone.
- Ability to develop and manage client relationships.
- Ability to multi-task in a fast-paced environment.
- Reliable Transportation.
- Strong time management and organizational skills.
- Some college coursework required.

**Beneficial Knowledge:**

- Network technologies, including cabling topologies, firewalls, routers, switches, and interconnecting LAN/WAN communication protocols (including Ethernet), along with VPN & RDP experience.
- MCP, Net+, Sec+, MCSA/CCNA certifications or the desire to obtain them.
- Good understanding of TCP/IP is essential in this or any technology job.