

## SUPPORT ENGINEER

We are currently seeking a qualified SUPPORT ENGINEER to join our Team that will provide remote and onsite support services for our clients. We are seeking candidates who love interacting with clients, working in many different technology environments and having fun while doing it.

### Position Summary:

This is an exciting opportunity for a self-motivated accomplished candidate to provide technical service and support with loyalty and integrity to our clients. You will be a flexible problem solver with good technical experience who will join a tight-knit Team providing quality network services by maintaining and administering computer networks and related computing environments - including Service Desk support, Security Administration & Response, Network Administration, Disaster Recovery and vCIO services. We are the "IT Department" for our customers.

**This position is in the Broward, Dade and Palm Beach County areas in Florida.**

### Job Responsibilities:

- Respond to user requests for technical assistance via phone, remote or onsite as needed
- Configure, migrate, upgrade and troubleshoot Microsoft Servers and Active Directory
- Diagnose and resolve workstation hardware and software issues
- Investigate, analyze, diagnose, and resolve IT infrastructure problems
- Follow standard service desk procedures
- Identify and escalate situations requiring urgent attention
- Log and track all service desk interactions into ticketing system
- Complete projects related to workstation configuration as assigned
- Create documentation for end-users and internal standards
- Visit client sites on a periodic basis to resolve hardware issues
- Participate in 24/7/365 on-call rotations
- Perform other related duties as assigned

### Experience in the following technologies:

- Solid knowledge of Windows 10 and MAC OS
- Background in working with computers in a networked environment
- Strong troubleshooting and problem resolution skills
- Experience with remote access tools

- Understanding and knowledge of common software platforms such as MS Office
- Experience with Antivirus and Antispyware tools
- Working knowledge of basic networking principles including DHCP, DNS, firewalls, and switches
- Experience with Windows Server 2016 and 2019 is a plus

#### Education, Certifications, and Experience:

- Have or willing to obtain, one or more of the following certifications: Windows 10, Office 365, CompTIA Security + or Network +
- 3 years of experience in a help desk environment
- Experience with Office products (Word, Excel, Outlook), Remote tools and Networking
- Experience with a Domain Environment at the desktop level

#### Preferred Personal Qualities:

- A passion for learning and for providing world-class customer service
- Enjoys fast-paced work environment, and ability to multitask
- Self-starter who takes initiative, is open minded, and is a team player
- Positive attitude with good energy
- Displays integrity and accountability
- Ability to communicate well both written and orally
- Ability to manage time effectively and meet deadlines
- Great sense of humor

*\*\*Must have personal reliable transportation. Our clients need often dictates an onsite visit to provide support. Depending on the situation, support may be rendered via phone, email, remotely, or onsite.*

*We invest in you! If you have a passion for continuous learning and personal growth; if you want to add to your certifications helping us to improve our customer service, then we will help you get there by incentivizing your intellectual growth. We appreciate our Employees and offer:-*

- *Competitive wages*
- *Paid Vacations*
- *Paid PTO*
- *Healthcare contributions*
- *Retirement plans*

- *Life Insurance & Short and Long Term Insurance*
- *Dental & Vision coverage*
- *Laptop*
- *Cell phone*
- *Employee Recognition*
- *Perks, Bonuses & Incentives*
- *Training SERVICE DESK  
TECHNICIAN*