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Tier I Support Technician

Description

We are a locally owned and growing IT support company looking for an energetic and bright individual to join our team. We provide customer-focused IT services to a wide array of small businesses and individuals in the Colorado Springs area.

We offer a professional, challenging (but supportive), and rewarding small-team environment. Salary and benefits to be negotiated based on qualifications.

Under direct supervision, utilizes basic technical knowledge to support IT initiatives and provide Tier 1 technical information systems support. Ensures all tickets are logged properly, resolves routine technical issues (Incidents), fulfills routine Service Requests. Provides user support over the phone, by email or in person. Uses customer service skills to support end users. Member of the IT Service team reporting to the IT Service Manager.

Responsibilities

- Participate in Technical Assistance Coordinator (TAC) rotation
- Enter, update, and close incidents; escalate incidents as needed; document resolution of incidents
- Communicate updates on issues in a timely manner to ensure client satisfaction and productivity
- Basic maintenance of Windows Server/Active Directory/Group Policy/Exchange Server
- Basic maintenance of network infrastructure to include: switches, routers, firewalls, domains, DNS zones, DHCP, TCP/IP, NAT, Intrusion Prevention Systems, DLP, encryption, etc.
- Basic maintenance of Internet domain/website management and support
- Basic maintenance and support of printers, copiers, etc.
- Assists with the installation, configuration, repair and maintenance of computers, workstations and/or other related equipment and devices
- Mobile device support
- Permissions support
- End User Support
- Ability to effectively support clients that have been phished, scammed, and/or viruses
- Basic knowledge of compliance issues (e.g., HIPAA, PCI, etc...)
- Awareness/knowledge on MFA, password policies, and current security trends
- Hardware and software installation, configuration, and support
- Malware detection and removal
- Basic RAID concepts and troubleshooting
- Utilize existing scripts and automation
- Basic backup and disaster recovery concepts and troubleshooting
- Monitor alert systems and take appropriate action
- Use and maintain our internal customer support system
- Assisting with projects and business needs
- Assists with tracking inventory levels of equipment and materials; performs

Hiring organization

Comprehensive Computer Consulting

Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

Permanent Placement

Industry

IT

Job Location

1808 W. Colorado Ave, 80904, Colorado Springs, CO, United States

Base Salary

\$ 35000 - \$ 40000

Date posted

May 25, 2021

Valid through

01.07.2021

data entry and maintenance of records

Qualifications

- MTA (or higher) certification or equivalent experience
- Additional certifications preferred, but not required
- Demonstrates excellent customer service skills
- Ability to communicate well with people covering a wide range of personalities and technical knowledge
- Demonstrates experience assisting users by serving in a help desk role
- Self-starter but able to take direction
- Able to work independently and as part of a team
- Ability to find solutions with minimal supervision
- Comfort in both commercial and residential environments
- Ability to learn new concepts quickly and thoroughly
- Demonstrated knowledge of Microsoft Office and Windows Operating Systems
- Demonstrated knowledge of Google Workspaces
- Familiarity with Mac OS is a plus
- Attention to detail
- Excellent writing and grammar skills
- Consistent documentation skills
- Able to reliably follow established processes and procedures
- Participate in after-hours rotation
- Reliable transportation for on-site visits with current driver's license and insurance

Job Benefits

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