Systems Engineer, Reactive Support

About us:

ITConnexx, Inc., serving as the IT Department for small and medium businesses, is looking for innovative individuals to grow with us. ITConnexx, Inc. prides itself as being a company driven by a strong culture, motivated solely by client satisfaction. We are a unified collection of passionate individuals who value community and our interdependency. We focus daily on company and individual integrity, while remaining humble.

Your role will include:

Reactive Support

- Provide rapid response to valued client end-user technical issues with their various IT systems (desktops, servers, mobile devices, peripherals and software). Issues received via telephone and e-mail. Resolution primarily performed remotely, but some limited on-site work in the local area will be required.
- Contact vendors on behalf of our valued clients to assist with troubleshooting.
- Assist clients with deployment and configuration of new user accounts, desktops, mobile devices, peripherals and software (as well as upgrades).
- Document resolution and communicate with clients through our ticketing software.
- Remotely control and manage our clients' computer systems using Remote Monitoring and Management software.
- Serve as central hub of activity, coordinating with other technical resources and our valued clients.

Network Monitoring

- Review status of regular client backups.
- Investigate triggered network alerts.
- Review performance of centralized services.

Organizational Development

- Develop your technical skills based on client needs as technology changes.
- Participate in exciting organizational development activities as we work to be the best.
- Develop rich professional relationships with our valued clients.
- Participate in our outstanding company culture.

Certifications and Skills:

- Required
    - Microsoft Office Applications and Operating Systems
    - General computer hardware and printer troubleshooting
    - Troubleshooting and configuring various mobile devices (iOS, Android)
    - Setup and manage network user accounts.
    - TCP/IP and DNS troubleshooting
    - Malware removal
- Preferred
    - Certifications with Microsoft, Cisco and VMware.
    - Experience automating software installations using scripting technologies.
    - Experience with desktop imaging technologies.
    - Experience with RMM tools.
    - Mac experience.

Required Personality Traits:

- Team player, with high integrity. Someone positive and fun, with the ability to make command decisions when required.
- Detail oriented. Dedication to process and ability to closely follow documentation. Ability to create clear documentation a plus. Sharp problem solver.
- Effective communicator.

Experience

- Required
    - 3 years experience troubleshooting end-user issues in a Microsoft Windows desktop environment.
- Preferred
    - Experience in a managed services consulting environment.

Education

- Required
    - Associate's degree in Network Support, or other related technical field.
- Preferred
    - Bachelor's degree in Computer Science, or other related technical field a plus.

Job Parameters

- Full-time position. Some limited over-time required, depending on workload.
- Must have valid driver's license and reliable car. Some limited amount of time spent at client sites (mileage reimbursed).
- Ability to lift 40lbs.
- Competitive benefits package.
- Competitive salary commensurate upon experience.

To Apply

- Submit resume and cover letter to resumes@itconnexx.com