

Support Engineer

The Support Engineer will be responsible for supporting external customers both remotely as well as on site. The Support Engineer will deliver managed IT services to our customers with the highest level of customer care and attention to detail.

The ideal candidate will be someone with 3-5 years of IT experience, a background in networking and windows server administration, good communication skills, and the ability and desire to provide outstanding support for networks, servers, workstations, and end users.

Responsibilities:

- Provide end user desktop support
- New machine deployment
- Install and configure desktop OS (Windows 2000/XP and Linux)
- Install, configure and support application suites; Microsoft Office, etc.
- Install security software on desktops
- Manage desktop antivirus systems
- Administer and verify daily and weekly backups
- Support end user VPN access
- Asset management (SW and HW)
- Assist with backups and IT disaster recovery operations
- Assist in the administration of Windows AD
- Assist in other operational duties as needed

Qualifications:

- Microsoft Systems Administration experience
- Basic knowledge of Active Directory
- Basic knowledge of TCP/IP, Ethernet and Wireless technologies
- Basic knowledge of DNS and DHCP
- Good system and network troubleshooting skills
- Strong self-starter who is capable of working independently
- A+ and Microsoft Certification is a plus