Part-time Desktop/Systems Support Technician

For immediate hire

Job Summary :

Part time Desktop/Systems Support Technician needed for small but growing Managed Service Provider in Atlanta, GA.

The primary role will be providing technical support and research assistance for our Senior Systems Administrator. Job expectations will include providing courteous and professional phone and onsite support for end-users, assistance with diagnostics and support of Windows Server networks, software/hardware troubleshooting & installation, trouble ticket management, timely remote support, technical documentation, and providing research assistance and expertise on technical & company projects.

The ideal candidate will be self-starting and require little supervision, be enthusiastic about working with and learning new technologies, possess excellent verbal and written communication skills, and have strong attention to detail.

Hours will vary, with an expected average of 20/hours per week. A flexible schedule is required. Initial schedule will be morning shift, (M – F, 9:00 am-1:00 pm). Opportunity for the right candidate to become full time as company continues to grow.

Job Duties :

1. Provides inbound and outbound phone and e-mail support for internal and external users during determined hours. (M – F, 9:00 am-1:00 pm)
2. Takes ownership of and responds to incoming inquiries or reported incidents placed through help desk ticketing software in a timely manner.
3. Triages incidents by answering, researching, and resolving issues; provides meticulous notes and keeps time using company software regarding open and resolved issues.
4. Regularly and proactively monitors RMM software to detect and resolve potential hardware & software issues at client sites.
5. Implements, installs, configures, monitors, troubleshoots, and evaluates existing and new computer and network equipment in multiple Microsoft Windows Server / Active Directory operating environments.
6. Travels to Atlanta-area client sites as needed, and provides on-site support as directed by Systems Administrator during determined hours.
7. Provides support for third party vendor services such as VoIP and Hosted Exchange servers, internet service providers, hardware & software purchasing and warrantee services.

8. Assists with maintaining PC, hardware, software, and licensing inventory.
9. Provides and assists with the creation of end-user documentation as needed.
10. Provides research assistance and expertise on technical projects as needed.
11. Performs any other related duties as assigned by the Senior Systems Administrator.

Qualifications :

- Experience supporting Active Directory environments in a professional office setting.
- Comprehensive understanding of basic desktop & server networking (DHCP, DNS, Subnetting, Basic routing, Firewalls, Port Forwarding, Wireless Networks, VLANs)
- Comprehensive knowledge of desktop operating systems, primarily Windows 7/8
- A+, Microsoft Certifications, or equivalent experience
- Experience working with a help desk/trouble ticketing system
- Experience supporting Microsoft Office applications
- Experience installing and troubleshooting software and hardware issues on the above platforms
- Experience in identifying, removing, and protecting against malware
- Extremely customer-oriented with excellent written and communication skills
- Ability to build professional and friendly relationships with team members and clients
- Ability to proactively follow up on assignments from senior members of the team, and complete tasks in a timely manner
- Excel at taking ownership of problems, making the workload and request/service process visible, and being personally accountable for complex work assignments
- A willingness to learn new systems and skills
- Reliable transportation, and reliable computer with access to internet

Preferred :

- Thorough understanding of PC hardware. Proficient in performing break/fix, installations, and upgrades
- Experience supporting Windows Server 2008/2012/R2, including related technologies (IIS, AD, DNS, DHCP, VPNs, Exchange, SBS/Essentials, etc.)
- Advanced certifications, superb references

Salary :

- Part time, 1099 position
- Hourly rate negotiable, dependent upon experience

Please provide cover letter and resume by responding to this post or emailing resumes@euclidnet.com – no calls please.