

IT Technician (Level II and Level III)- Job Post

Job Details

SALARY: \$60,000+ a year (Depending on qualifications and experience)
JOB TYPE: Full-time w/Benefits

Full Job Description

Senior IT Technician (Level II and Level III Support Engineer)

Does this sound like you?

- You have proven Level II and Level III IT support experience.
- You enjoy to learn and you thrive in an environment that provides many learning opportunities to grow your IT knowledge.
- You provide white-glove service to clients and enjoy helping others with their IT needs.
- You enjoy working in a fast-paced environment.

Our organization is growing and looking for an experienced IT Technicians with proven technical experience and outstanding customer service skills to provide level 2 and level 3 support for our clients. Technicians are expected to have a meticulous attention to detail, outstanding problem-solving skills, work comfortably under pressure and provide white glove service to our clients. Our culture is focused on learning, teamwork, and helping others.

REQUIRED EXPERIENCE:

- 5+ years of hands-on experience configuring, troubleshooting, and repairing LAN networking, Windows servers and workstations, Firewalls, Exchange server and Active Directory.
- Senior level experience with Windows 7, Windows 10
- Senior level experience with DNS, VPN, DHCP.
- Hands on experience with Cyber Security
- Excellent high-level troubleshooting, attention-to-detail, organization, communication and customer service skills.
- Excellent time management skills and the ability to efficiently multi-task, adapt and stay calm under pressure to any changes or client emergencies.

PREFERRED SKILLS:

- Troubleshooting & repairing Windows servers and workstations: 4 years
- Windows 10: 4 years
- Microsoft Server 2012, 2016, 2019
- Active Directory, Group Policy & User Profile Management
- MS Exchange, MS Office / 365
- Networking/Switching hardware: VLANS, Routing, Switching
- Networking Protocols – TCP/IP, DHCP, DNS, VPN, Firewall
- Cyber Security (Hacks & Viruses)
- Advanced education in related IT field
- Experience working for an MSP (Managed Service Provider) company

OTHER REQUIREMENTS:

- U.S. Citizenship
- Fluent English
- Passing Drug Testing
- Passing Criminal Background Check

BENEFITS:

- Ohio Public Employees Retirement System (PERS)
- Ohio Deferred Comp (457) Program
- Health insurance
- Paid time off
- Professional development assistance

SCHEDULE:

- Monday to Friday (Some after-hours and/or weekends maybe required for projects)

APPLICATION:

Submit your resume in a pdf format to applications@cvalleydispatch.com

Chagrin Valley Dispatch is an Equal Opportunity Employer.