



<https://www.expertip.net/job/help-desk-support-job-level-2-4-pm-midnight/>

Help Desk Support Job, Level-2 (4 PM – Midnight)

Description

Help Desk Support Job, Level-2 (4 PM – Midnight)

Premier provider of IT Solutions throughout the southeast is seeking a Technology Support Engineer to become an integral part of our team!

We are looking for a self-motivated evening Help Desk Support Tech with basic troubleshooting skills to support our growing client base's technology infrastructures that meet business objectives and SLAs.

This position is responsible for supporting and maintaining the design and integrity of client systems and implementing projects.

Responsibilities

- Provide support relating to technical issues involving on premise or web based Microsoft systems and applications, WAN/LAN connectivity, and Wi-Fi.
- User account creation for active directory, exchange, distribution list, etc.
- Setup Desktops and/or laptops for deployment and other minor projects
- Execute proactive task such as reviewing and testing backups, patching, etc.
- Monitor performance and ensure system availability and reliability
- Monitor system resource utilization, trending, and capacity planning
- Responsible for working cases in our ticketing system
- Ability to work in a team and communicate effectively
- Escalate service issues that require higher-level engineer support
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure
- Organize and manage workload and task
- Provide excellent customer service

Qualifications

- MSP or Service Provider Support: 1-3 years
- Experience in ConnectWise Automate and Manage a plus
- Ability to deliver top-quality technical service to clients
- Demonstrated excellent resource and time management skills
- Strong communication skills – written and oral
- Must be an excellent troubleshooter and problem solver
- Must be highly productive and collaborative
- Ability to travel when necessary
- Proficient in documentation
- Troubleshooting: 1-3 years

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Employment Type
Full-time

Beginning of employment
Immediately

Experience

- IT support relating to technical issues involving Microsoft systems and applications
- Experience as a desk side / onsite support IT engineer

Industry
Technology

Job Location
3401 St. Vardell Lane, 28217,
Charlotte, North Carolina, USA

Working Hours
4pm – Midnight

Base Salary
\$ 45,000 - \$ 65,000

Date posted
February 22, 2023

Valid through
01.05.2023

- Driver's License

Job Benefits

- Medical
- Teladoc
- Dental
- Vision
- Life and AD&D
- Voluntary Life
- Short-Term Disability
- Long-Term Disability
- Accident Insurance
- Employee Assist (EAP)
- Employer 401(k) Match 4%
- Vacation/Paid Time Off
- Paid Holidays
- Employee and Family events
- Career Advancement
- Great Place to Work

Contacts

careers@expertip.net