



<https://www.expertip.net/job/help-desk-support-job-level-2-charleston-sc-2/>

Help Desk Support Job, Level-2 – Charleston SC

Description

Help Desk Support Job, Level-2 – Charleston, SC

AT-NET Services is looking for a Level 2 Help Desk Support Engineer to implement, maintain, and support our growing client base's technology infrastructures. You will be part of a systems engineering team that is responsible for designing and developing scalable, maintainable, highly available technology architectures 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

- Deep knowledge and troubleshooting skills the following:
- Microsoft Windows Server Operating system and Microsoft application servers
- Microsoft Windows Desktop Operating systems and Microsoft Applications
- Microsoft Azure, Microsoft 365 and related cloud applications
- Amazon Web Services
- VMWare providing ongoing support, VCP Certification a plus.
- IP routing and switching
- Able to create and modify security policies on routers, switches, and firewalls.
- Experience in providing hands on support for network and datacenter equipment
- Experience as a desk side / onsite support IT engineer
- Experienced at PowerShell scripting
- Managing task in appropriate service management systems (ConnectWise Automate, Manage, Logic Monitor)
- Monitor performance and ensure system availability and reliability
- Monitor system resource utilization, trending, and capacity planning
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure

Qualifications

- MSP or Service Provider Support: 2-5 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

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Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

Permanent

Industry

Technology

Experience

- Experience as a desk side / onsite support IT engineer
- Strong Microsoft Operating system knowledge and troubleshooting skills – Win XP / 7 / 8 / 10
- Experience in providing hands on support for network and datacenter equipment
- Strong experience troubleshooting Microsoft applications
- Strong desktop support knowledge including hardware, software, and networking concepts

- Ability to travel to client locations when necessary
- Proficient in documentation
- Troubleshooting: 2-5 years
- Driver's License

Education

- 4 Year Degree

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

Job Location

4055 Faber Pl Dr, #112, 29405,
North Charleston, South Carolina,
USA

Working Hours

8am – 5pm

Base Salary

\$ 45,000 - \$ 70,000

Date posted

January 10, 2023

Valid through

01.05.2023