

Network Technician

Requirements:

- Associate's Degree or Technical Degree
- 3+ years server support experience
- Ability to take ownership of tasks and ensure complete resolution
- Articulate technical information and convey to non-technical people
- Passionate about delivering excellent customer service
- Attention to detail while performing technically detailed tasks
- Ability to deal effectively with stressful situations
- Ability and willingness to recognize when it is necessary to escalate
- Learn new technologies through self-study materials and intuition
- Self-motivation and ability to learn new skills quickly
- Excellent written and oral communication skills

Other Preferred Technical Knowledge:

- Understanding of TCP/IP and troubleshooting Internet connectivity
- Experience with routers and firewalls
- Experience with Terminal Services
- Understanding of relationship between switches, hubs, patch panels and connecting nodes to a network
- Understanding of DNS services
- Linux experience a plus
- Mac experience a plus

Successful candidates will have experience with the following technologies:

- Workstation - Experience required with Windows 2000/XP/Vista (Experience with Windows 7 is a plus)
- Troubleshooting and configuration of standard POP, SMTP & Exchange clients including Outlook and Outlook Express.
- Installation, configuration, troubleshooting and customization of MS Office Suite applications per customer's references.
- Knowledge and ability with remote support methods.
- Knowledge of common protocols and client connection methods.
- Network Server - Experience required with Windows 2008 and 2003
- Installation, configuration and troubleshooting.
- Support and administer file, print, remote access, and network services.
- Basic administration, including add/remove users and groups, configure file permissions, check event logs, configure and restore from backup.
- Enterprise E-mail - Experience preferred with any of the following: Exchange 2007, 2003, Exchange 2000
- Installation, configuration and troubleshooting.
- Basic administration of enterprise e-mail application, including add/remove users and groups, configure security permissions, forward mail to other accounts, and add aliases.