IT Support Engineer II

contact@effitalents.com
Phone :
Web :

Job Summary

Vacancy :
Deadline : Nov 24, 2024
Published : Oct 24, 2024
Employment Status : Full Time
Experience : 1 - 3 Years
Salary : To be defined
Gender : Any
Career Level : Entry Level
Qualification :

Responsibilities
• Provide remote and on-site technical support to end users.
• Troubleshoot and resolve end user, network, and software issues.
• **Create and maintain documentation** for system configuration, mapping, processing, and service records for the client.
• **Design and perform server and security audits**, system backup procedures, and other recovery processes in accordance with the companies business continuity strategies.
• Perform regular preventative maintenance checks.
• Provide **training to end users** for modified and new systems.
• Setup new user profiles and install software.
• Complete and **implement technical support projects** and tasks, as assigned.
• Concurrently work on multiple internal and external implementation engagements.
• Identify and **resolve issues that would have a negative impact** on job productivity.
• Travel to client sites to **install and maintain computer systems** and networks, aiming for the highest functionality.
• Review machine setups completed by IT Support Analysts.
• Serve as an escalation point for other engineers, as deemed appropriate.
• Communicate **ideas in both technical and user-friendly language**.

Requirements:
• Interpersonal skills: such as telephony skills, communication skills, active listening, and customer care.
• **Excellent problem-solving and customer service skills**.
• **Ability to multitask** and effectively prioritize client issues.
• **Ability to work in a team** and communicate effectively.
• Technical experience supporting and troubleshooting desktops, servers, and applications.
• Technical experience supporting network and infrastructure equipment.
• Technical experience supporting Windows Server domain.
• Self-motivated with the ability to work in a fast-moving environment.
• Experience with software ticketing systems a plus, such as **Zen Desk or ConnectWise**.

The company:
The company is a growing managed service provider (MSP) headquartered in New York City. She strives to remove the guesswork and frustration out of implementation, management, optimization, and pricing technology for clients across the country. Join a team that strives to stay up to date on new technologies and solutions through professional development.

Your recruiter:
Catarina, Talent Acquisition Specialist @ Effitalents.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits