



Job Description: Technical Support Specialist - Government

Title:

Technical Support Specialist - Government

Reports To:

Director of Operations

Summary:

The Technical Support Specialist - Government is responsible for client installs and support within our Government division. As Technical Support Specialist - Government you will interface with our government clients and provide a consistent level of proactive and professional support.

Job Duties:

Essential Duties and Responsibilities include the following. Other duties may be assigned.

To develop and maintain a high level of competency with the technologies we focus on delivering.

To work independently as well as within a team.

To be committed to seeing a job through no matter what it takes.

To communicate thoughts and ideas, through both written media and oral presentation, at various technical levels.

Continue skills development; maintain proficiency in current technologies.

The successful candidate shall have the basic skills and training in the following areas:

Firewalls

Desktop Support, (Windows 7, 8, and 10)

Server Support , (Server 2008 and 2012)

Switching and Routing

Microsoft Windows Active Directory

Minimum two-year college degree or equivalent industry certification.

Salary:

Pay rate \$19 - \$24 Hourly based on experience.

Benefits:

Health Insurance, Dental Insurance, Retirement Plan, Company sponsored Life Insurance, Sick Pay, Paid Holidays and Vacation.