

## **Jr Systems Administrator – Tier II Helpdesk Support – United States**

### **COMPANY**

Acorn Technology Services is a provider of Managed Information Technology Services (“MITS”). We believe that all businesses, regardless of size and industry, are increasingly dependent on information technology, but find the understanding and management of IT to be a distraction from the activities that are essential to their success. Acorn Technology Services offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

### **GENERAL PURPOSE OF THE POSITION**

This position is part of the Tier II Helpdesk Support Team and is responsible for the frontline support of our customers' needs including, but not limited to, troubleshooting hardware, software, and network related issues. This position will report to the Director of Technology.

### **DUTIES**

- Provide outstanding service to new and existing customers via telephone and email.
- Administer and provide first level support for server systems. This includes but is not limited to: Active Directory, Microsoft Exchange, File Server, Print Server, DHCP, DNS, High Availability, Virtualization, Group Policy, Terminal Services, and Monitoring.
- Provide first level support for network related systems and issues.
- Thoroughly document systems and issues on a regular basis.
- Remote Control and hands on support and troubleshooting for: Windows, Apple OS, and Linux systems; Outlook/Exchange; mobile devices; print/scan/fax, and IP phones; and Microsoft Office Suite, business applications, and web applications.
- Assist customers in troubleshooting technical problems, and document and respond to customer issues.
- Accept escalation from Tier I desktop support and provide analysis, diagnosis, and resolution of complex server, desktop, network, and software problems for end users, and recommend and implement corrective solutions including off-site repair for remote users as needed.
- Assists Tier III and Senior IT Staff in the installation and administration of complex network systems, studies, analysis, and create/implement maintenance recommendations.
- Identify, diagnose, research, resolve, triage, and escalate complex technical issues to Tier III, Senior IT Staff.
- Mentor and train lower-level technicians.
- Participation in rotating 24/7 on call schedule after training and acclimation to the position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Advanced technical and troubleshooting knowledge of desktops and applications.
- Intermediate understanding of networking including but not limited to: Knowledge of common ports, LAN, WAN, VPN, DNS, Routing, ACLs, NAT, VLAN, and subnetting.
- Extensive Windows and/or Macintosh OS experience, both as a user and as a technician.
- Proficient with creating, maintaining, and troubleshooting: Windows Server 2012+, Microsoft Exchange 2010+, and Microsoft Active Directory required.
- Proficient in the support and maintenance of virtualization technologies.
- Experience remotely supporting/troubleshooting Microsoft 365, mobile devices, computer peripherals, enterprise-level networking and power management equipment, NAS and SAN devices, VPNs, VoIP systems and phones, and AV systems.
- Experience using a trouble ticketing system, and demonstrable experience in documenting issues, problems, and resolutions.
- Experience using Remote Monitoring and Management tools and applications.

- Experience in the following applications and protocols a plus: Datto RMM/Autotask, ITGlue, Nagios, PagerDuty, enterprise Antivirus Solutions, WSUS, website domain management, website security systems, VMWare, XenServer, JDIC, and SCADA.
- Ability to quickly assess situations and escalate issue to higher level technician when necessary.
- Ability to work independently and as a team is critical.
- Highly motivated with the ability to stay focused in a fast-paced environment, working independently.
- Professional telephone and written communication skills required. Service-driven personality with strong customer service skills. Excellent critical thinking and analytical problem-solving skills.
- Able to resolve problems, examine opportunities for process improvements, and formulate an implementation approach.
- Ability to set priorities and solve problems. Efficiency at managing multiple tasks without frequent supervision.
- Technical Certifications a plus (MCSA, CCNA, CompTIA, etc.).

#### **REQUIREMENTS**

- High school diploma or equivalent required. College coursework or technical training is a plus.
- 1 year of server administration experience required; must have experience building out and maintaining a Windows Server environment.
- 2-4 years working fulltime in an IT helpdesk or IT call center environment required.
- Previous MSP experience highly preferred.
- Will be required to take and pass a Live Scan.

#### **OPENINGS**

Full-time positions available now, with opportunities for advancement. Will require working evenings and weekends, as well as participation in rotating on-call schedule after training and acclimation to the position. Open until filled. Applicants subject to background checks.

#### **COMPENSATION**

\$22-27/hour, depending on experience. Plus benefits.

#### **CONTACT INFORMATION**

Principals only. Recruiters, please don't contact this job poster. E-mail resumes to [careers@acorntechservices.com](mailto:careers@acorntechservices.com) -please attach to the email as a PDF or a MS Word document; links are not acceptable. Please reference tracking code 4806036 in your email communication; failure to do so will result in your application not being processed.