

Customer Support Level 2

Process Driven, Detail Oriented Technical Support Specialist Level 2 Needed (Hiring Immediately)

Do you love computers & technology in general? Do you want to pursue a career track with unlimited growth potential? Then this position could be the right fit for you! We are a core values driven company that has successfully serviced the San Antonio area for over 20 years. We are looking for the right person to join our team. **This is a full-time position for a technology guru who is eager & excited to be a Technical Support Specialist Level 2!**

This position is full time hourly and offers a solid base salary plus performance incentives. *Base salary dependent on experience, education, certifications and past performance. ***You WILL be based in San Antonio, Texas and must be a US citizen (sorry, no exceptions).***

This is a great opportunity for someone who:

Wants a company that truly CARES about its customers and employees.

Loves a fast-paced, NO DRAMA workplace where office politics, gossip and negativity aren't tolerated.

Is extremely detail-oriented and appreciates people who take an organized, systematic approach to achieving success.

Likes to work in a small company where your input, contributions and ideas will directly impact the company's growth and success.

Is a quick, self-motivated learner who wants to work for a company that will invest in your education and training

Enjoys having conversations with (and helping) small business owners.

Loves building relationships with people and providing a true "Wow" experience for clients and customers.

Wants a position that will offer upward earning and career advancement.

*Install, configure, troubleshoot, administer, and/or setup (as applicable):

Servers, Computers (PC & Mac desktop, laptops), printers, VoIP, tablets, firewalls, routers & network switching

Network systems & related issues (TCP/IP, DNS)

Microsoft based server systems (AD, Group Policy, Exchange, Basic SQL Knowledge)

Microsoft 365, Azure and other cloud based solutions

Qualifications:

Associates degree in IT related fields are desirable or a minimum of four years related experience working with computers, Microsoft Windows Server and Desktop operating systems and related networks. Server and networking experience required.

Microsoft 365 and Azure based certifications completed or in progress.

CompTIA Security+ Certification is highly desirable (Is required within 6 months of employment with our company)

Ability to solve practical problems, deal with a variety of concrete variables in situations where only limited standardization exist, interpret a variety of instructions, and clearly document processes and steps taken to resolve issues in simple and easy terms that clients will understand.

Understanding of TCP/IP functions including routing, switching, VLANs, DNS and ISP internet connectivity and configuration.

Knowledge of PC & Mac hardware and Server & Desktop Operating systems; standalone and networked printers; TCP/IP protocols & routing; MS Office Suites & Visio, iPhone, Android, Windows Phone, switches, firewalls & routers. Some knowledge of SonicWall firewalls is desirable.

***Compensation:**

*Based on experience, education, performance and certification

This position is fulltime hourly.

Pay raises are based on performance and achieving pre-established goals.

***We are an equal opportunity employer. All applicants must be authorized to work in the United States on a full-time basis.**

***Successful candidate must have:**

Valid Texas Driver's License

Proof of Automobile Insurance

Reliable transportation that can be used as required to perform job duties. (Car, SUV, Pickup, Van) Motorcycles are not acceptable.

***When performing the duties of this position the successful candidate must meet physical requirements:**

Regularly required to talk and hear

Must occasionally lift and move up to 50 pounds

Frequently required to sit, walk, stand and use hands and fingers to handle or feel and reach with hands and arms.

Must have good close and distance vision and be able to distinguish color and focus easily

Must be able to climb up and down tall ladders, several flights of stairs and use elevators

Job Type: Full-time

Salary: \$22.00 - \$25.00 per hour

Benefits:

- Dental insurance
- Employee discount
- Health insurance
- Life insurance
- Paid time off

- Professional development assistance
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- Weekend availability

COVID-19 considerations:

Common surfaces are sanitized regularly, office areas have high ceilings and are well ventilated.

Application Question(s):

- Willing to undergo a background check and drug screening, in accordance with local law/regulations.

Education:

- Associate (Preferred)

Experience:

- Microsoft Windows: 3 years (Required)
- Customer Service: 3 years (Preferred)
- related IT support: 4 years (Preferred)

Language:

- English (Required)

License/Certification:

- Texas Drivers License (Required)

Work Location: In person