

IT Support Specialist I & II

The IT Support Specialist will be a key member of the Etech Solutions team. This detail-oriented person will be responsible for documenting and providing end-user support to clients in the following areas: desktop/laptop and server problem resolution, software installation/configuration and troubleshooting, internet and network troubleshooting and problem resolution. This person will provide support via telephone, remote access and face-to-face customer contact.

Responsibilities include:

Provide full service, support and administration for desktops/laptops (Mac and PC) and Windows Servers, including all peripheral devices and installed applications.

Network user management using Active Directory and Exchange for multiple businesses.

Maintain, manage and troubleshoot LAN and WAN networks, including routing, switching, firewall, branch office and mobile user VPN.

Provide support for client mobile devices (Android and iOS)

Manage projects related to network, workstation and server upgrades and migrations.

Work effectively in a team environment, as well as taking the lead on solo projects.

Provide phone and remote support for clients from a wide range of businesses, during regular business hours and participate in an after-hours call rotation.

Job Requirements:

2 year degree and/or H.S. diploma with 2 years of experience in the IT industry

Familiar with Windows (Windows 7 & 10) and Mac desktop operating systems, as well as Windows Server operating systems and applications (Server 2008 R2 and 2012, 2016 Exchange, SQL)

Demonstrate knowledge and understanding of networking, including routing, switching, firewall and virtual private networks.

Familiar with methods of virus, spyware and spam removal.

Excellent customer service and communication skills, both written and verbal are critical.

Knowledge and experience with virtualization technologies, specifically VMware.

Ability to manage your time effectively while working on projects is key.

Driving to client sites in the Des Moines metro area when needed.