



IT Support Engineer

Our company is Leverage IT Consulting, honored as **2016 Best Places to Work** by Sacramento Business Journal. We are a large regional IT management company with offices in Reno and Sacramento. We provide experience and professionalism in applying proven IT management principles, IT Best Practices, and technologies required to significantly enhance the performance of, and improve service and support for our client's IT infrastructure.

We provide a 401K plan, open book management, profit sharing, team retreats, and supportive career development. We provide professional technology careers, we do not provide a place where people clock in, clock out and collect a paycheck. We foster an environment of lifelong learning, continual advancement and professional growth. We share in the success of our company with our team. We work as a formidable team, always compensating and supporting each other across our entire company.

IT Support Engineer success is dependent on the ability and desire to learn and deliver high quality technology support. We provide extensive training, career development support and an ardent team environment where success is rewarded. A professional attitude and providing outstanding Client Service is critical. IT Support Engineers have college education, and will achieve a Windows Server MCP Certification or comparable, within 90 days of hire.

Essential Duties and Responsibilities include the following:

- Intermediate server troubleshooting skills
 - Intermediate desktop/PC troubleshooting skills. Ability to diagnose basic IT and computer systems issues; hardware, software, networking, server, VPN and operator problems
 - Knowledge and ability to administer and maintain client servers in a production environment
 - Responsible for meeting Client Service (SLA) goals for our service ticket processing
 - Responsible for testing, reporting and implementing Leverage IT technology best practices with our Clients
 - Good working knowledge of the Microsoft Business Technologies including: Windows Server 2008, 2012, Active Directory, Exchange Server, Internet Information Services (IIS)
 - Experience with LAN/WAN/VPN networks and network equipment (Sonic Wall)
 - Intermediate to Advanced experience with the Microsoft Office suite
 - Service ticket processing, troubleshooting & research business application, PC, server and network hardware errors
 - At the top of your cover letter please tell us about your first PC
 - Answer technical support phone calls, open support tickets and address Client requests
Install, remove, test and configure PC operating systems, software and hardware
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Candidates should be familiar with all or most of the following:

- Intermediate TCP/IP network troubleshooting
- Microsoft Office suite and Office 365
- Microsoft Server OS
- AV and Anti-SPAM products
- Firewall configuration and troubleshooting (SonicWall preferred)
- Backup and DR solutions (StorageCraft preferred)
- VPN remote access configuration & troubleshooting
- Network printer troubleshooting
- Active Directory user management
- Mac OS and Apple iOS

Required Experience

- Desktop support
- Networking troubleshooting
- Experience utilizing PSA (ticketing) solutions (ConnectWise preferred)
- Experience utilizing RMM (monitoring) software (Labtech preferred)
- College/Technical education, AA or BS degree
- Requirements and Certifications
 - 2-4 years or greater IT support experience
 - 2 years or greater Windows Server administration experience.
 - Certifications (one or more):
 - 70-346 (Managing Office 365 Identities and Requirements)
 - 70-347 (Enabling Office 365 Services)
 - 70-698 (Installing and Configuring Windows 10)
 - 70-410 (Installing and Configuring Windows Server 2012)
 - 70-411 (Administering Windows Server 2012)
 - 70-412 (Configuring Advanced Windows Server 2012 Services)
 - 70-413 (Designing and Implementing a Server Infrastructure)
 - 70-414 (Implementing an Advanced Server Infrastructure)

Contact:

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Leverage IT Consulting
