



IT Support Technician Available Position

MB Technology Solutions, a provider of customized IT services located in Creve Coeur, has career opportunities available for IT Support Technicians to join our growing team. If you are ready for change, growth and an environment that moves quickly to jump on the needs of our clients and staying ahead of technology trends, then MB is the place for you!

MB offers its staff an opportunity to learn and continuously develop their skills throughout their career. We pride ourselves on being strategic, technological partners to our clients and know that our staff makes the difference in providing excellent service.

We offer a competitive salary but more importantly, an exciting, challenging career path.

The IT Support Technician provides on-site and in-house technical support to our clients, support for escalated requests from the helpdesk team and acts as a resource and mentor to the Service Desk.

We are located in Creve Coeur but travel throughout St. Louis will be required and most work will be performed at client sites.

Responsibilities:

- Provide technical leadership to Service Desk technicians
- Tier 2 incident and problem management, diagnosis, escalation, tracking, and resolution
- Provide outstanding customer service and a positive support experience by interfacing directly with clients on issues, communicating with clients in a clear, concise manner
- Serve as a functional escalation point and resolve technical issues the Service Desk is unable to resolve, escalating to Tier 3 when required
- Follow established processes and standards, identify and propose improvements as necessary
- Maintain a high level knowledge of desktop, network, and mobile technologies
- Assist in developing technical documentation to improve training and service delivery
- Act as a resource on projects
- Provide preventative maintenance services for clients 2 - 4 times a month
- Provide onsite client service as required
- Participate in a rotation to provide after hours and on-call support
- Perform other duties as assigned

Requirements:

- Bachelor's Degree preferred, but not required
- 2 - 4 years industry experience, preferably in a managed services provider environment
- Experience working in a team environment
- Ability and comfort with working directly with clients
- Excellent documentation skills, ability to write technical processes and procedures
- MCSA or MCTS certification or higher

- License, insurance and vehicle with a willingness to travel within the St. Louis area

Technical Skills:

- Experience installing and supporting Microsoft Windows 2000, XP, Vista, Windows 7, and Mac OS X.
- Strong experience with Microsoft Small Business Server, Windows Server 2003/2008, Exchange 2003/2007/2010
- Office 2003/2007
- Virus/malware remediation
- Active Directory
- Network diagnostic tools
- Knowledge of network protocols, technologies, services, and monitoring tools
- Troubleshooting WAN/LAN technologies and associated routing and security
- VPN technologies
- Smartphones and tablets
- Ability to read logs and event viewer, and diagnose advanced problems
- Understanding of priority levels and escalation process
- Intimate knowledge and troubleshooting ability
- Advanced disaster recovery
- Understanding of DNS and movement of MX and A records
- Active Directory and Group Policy application

Personal Skills:

- Excellent verbal and written communicator, comfortable phone demeanor
- Adhere to standards, policies, and procedures
- Ability to handle emergency situations in a calm fashion, and lead teams in such situations as needed
- Exceptional problem solving and leadership abilities
- Strong attention to detail and deadline oriented
- Desire to learn and mentor