

IT Technical Support - Tier 2

Summary

Title: IT Technical Support - Tier 2

ID: 1430

Location: St.Louis, MO

Category: Technology

Date Posted: 07/24/2019

Description

Our client, MB Technology Solutions is proud to celebrate 20 years of providing trusted technology services to clients throughout the St. Louis metropolitan area as well as servicing clients nationwide. MB's host of services include Managed Services, Backup and Disaster Recovery, Network Audits, Cloud and Hosting, vCIO Services and Network Security. Conveniently located in Creve Coeur's City Place, MB has a career opportunity available for an **IT Client Care Technician** 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 skills throughout their career. MB prides itself on being strategic, technological partners to clients and know that the talented staff makes the difference in providing excellent service. The friendly team environment and excellent benefits are just two areas MB is excited to offer new employees.

As a Tier 2 Client Care Technician you are responsible for supporting technologies that will help us deliver world class service to our clients. Your passion for technology is balanced by your understanding of processes and procedures, and how they relate to business. As a mentor to the Client Care Team, you will lead by example providing innovative solutions that showcase your strong technical knowledge. As part of the team, you will share and communicate ideas and knowledge to all members of our organization. Travel to client sites throughout St. Louis will be required, however most work will be conducted from our office in Creve Coeur, MO.

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
- Provide after hours and on-call support as needed
- 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 and personal vehicle, willingness to travel within the St. Louis area

Technical Skills:

- Experience installing and supporting Microsoft Windows 7 and Windows 10 Operating Systems
- Experience installing and supporting Mac Operating Systems a plus
- Strong experience with Microsoft Small Business Server, Windows Server, Exchange
- Microsoft Office 2010/2013/2016/365
- Basic Cloud services
- 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 and understand error and application logs, event viewer and diagnose advanced problems
- Understanding of priority levels and escalation processes

- 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

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Staff is required to have the ability to:

- Routinely lift, push and pull up to 25 lbs
- Continuously stand, stoop or sit depending on client location
- Occasionally use and climb ladders

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