

Position: Junior System Administrator

Overview:

Bitstream is a growing MSP located in Atlanta, Georgia with a diverse client portfolio extended over several Southeastern States. Our team works remotely with a focus on fast, efficient support. To accomplish this, we utilize the principle of least privilege, maintain superb documentation, and prescribe a standardized technology stack. These key features allow us to troubleshoot many issues identically across clients. We are looking for knowledgeable associates that will follow Standard Operating Procedures and help ensure our continued success.

Requirements & Responsibilities:

- Possess a reliable, accountable, and self-starter mentality
- Provide support to all clients via the IT Helpdesk
- Apply principles of customer service while maintaining principles of least privilege to resolve IT issues
- Implement desktop imaging and operating system deployment to new and existing hardware
- Provide application support for programs such as Microsoft Windows, Microsoft Office, Quickbooks, Web Browsers, Adobe Creative Cloud, etc
- Produce and maintain procedures for admin tasks and FAQ sheets for user queries
- Create user accounts, manage mailbox and VOIP phone system administration
- Travel to client sites in the Southeast is required while overnight travel is infrequent but possible. Some weekend work is required, usually when onboarding a new client

Qualifications:

- BS, BA or 2-year degree focused on Networking preferred
- CCNA preferred
- Excellent communication skills
- Mastery of Microsoft Windows Desktop Operating Systems
- Experience with Microsoft Windows domain environments and Active Directory
- Experience in using MacOS desktop operating systems desirable
- Experience with Google G Suite preferred
- Valid Driver's License and reliable transportation required