

Description - Network Technician

### **Purpose of Job**

Assists managed service provider to provide technical computer support for data, VoIP, network and software problems to small to midsize businesses, diagnosing hardware/infrastructure problems and correcting them remotely, providing leadership to inhouse technical department, and overseeing monitoring of Microsoft Windows Desktops ranging from Windows 7 to Windows 10, and Windows Servers from 2003-2016.

### **Essential Functions:**

- Accurately track multiple issues for multiple clients, constantly keep Autotask, our CRM and PSA system, updated with time entries and client notes
- Be able to fluently convey complex technical problems and resolutions to people in plain English that anyone in the area could be comfortable with
- Be able to accurately troubleshoot and repair common problems on Windows desktop PCs, within Microsoft Office, accounting software and within specialized client application that a wide variety of clients utilize.
- Be able to effectively triage problems with detailed information for another engineer while working with end user to find alternate temporary solutions.
- Be able to troubleshoot and resolve Microsoft Windows Server, including Small Business Server, issues including common issues like DNS and DHCP within a Microsoft Environment.
- Utilize a remote management and monitoring tool to proactively monitor client networks, and constantly develop new proactive procedures to automate the resolution of as many problems as possible.
- Be able to develop strategic systems to assist managed services clients use technology to their advantage, ideally to be more profitable.
- Be anal retentive about customer service. Be able to provide “white glove” services to a range of people from farmers to Fortune 1000 CEO’s.
- Eat, live, and breathe all technology beneficial to small to midsize businesses and beneficial in key client’s homes.
- Understanding basic virtualization technology, VMware, and Hyper V.
- The ability to work under stress and with deadlines, and the ability to work after hours, on the weekends, and in an “on call” rotation as needed.

**This is a salary based position.**

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**Educational Requirements:**

- College Degree in IT related field with a minimum of one year of related experience, or a minimum of 3 years of experience without degree working with a small to midsize business or businesses. A+, Network+, and Microsoft Certifications preferred.

**Please e-mail a letter to our service manager telling why you are the perfect candidate for this network technician, at least three references, a salary history, and your resume in PDF format to:**  
**[jobs@smartpathtech.com](mailto:jobs@smartpathtech.com)**.

