

# Data Services Specialist

**CONTACT INFORMATION:** Please submit your resume to [jobs@mwdata.net](mailto:jobs@mwdata.net) or via fax 660-744-5332.

## **JOB DESCRIPTION**

Data Services Specialists will provide one-on-one customer support on all data center applications and services. This position will also provide new customer installation and configuration support for data center services. Data Services Specialists must be self-starters and have the ability to work with 80% autonomy. Primary requirements are listed below.

Relocation to Atchison County, Missouri is required.

## **Responsibilities:**

- Install and maintain data center IT equipment
- Provide call in phone support service on all customer equipment and applications
- Provide Level 2 helpdesk and on-site support to all customers
- Assist in maintaining a 24/7 automated alarm alert system to include all data center services for data center employees, including pager rotation
- Attend regional conferences and training courses to stay current with new and emerging technologies
- Assume technical lead on customer installs, including but not limited to servers, firewalls, backup services, switches, PCs, cabling and video conferencing equipment
- Weekly site visits to multiple customer locations
- Preventative maintenance on all internal and customer IT equipment
- Additional duties may be assigned
- Overtime work may be required

## **Knowledge and Experience:**

- BS degree in Information Technology or equivalent experience is required
- MCSA, CCNA or equivalent experience is preferred
- Experience with the following operating systems is necessary:
  - Windows XP, 7, 2003, 2008
- Experience with the following operating systems is preferred
  - Red Hat Linux
  - Macintosh OSX
- Experience with the following hardware is preferred:
  - Personal computer troubleshooting and repair
  - Internet connectivity troubleshooting and repair
  - Server configuration and troubleshooting
  - Router, switch, firewall configuration and troubleshooting
- Network Skills: Monitor and report on all local and wide area connectivity issues
- Working knowledge of TCP/IP and High Speed Internet Configurations
- Virtualization technologies including Hyper-V, VMWare