

Helpdesk Technician

CONTACT INFORMATION: Please submit your resume to jobs@mwdata.net or via fax 660-744-5332.

JOB DESCRIPTION

Helpdesk Technicians 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. Helpdesk Technicians 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 web sites and email servers
- Provide call in phone support service on all customer equipment and applications
- Provide helpdesk and on-site support to all ISP customers
- Assist in maintaining a 24/7 automated alarm alert system to include all data center services for data center employees, including pager rotation
- Monitor all backup schedules and perform routine data audits
- Firewall, VPN, IDS and bandwidth daily report generation
- Attend regional conferences to stay current with new and emerging technologies
- Additional duties may be assigned

Knowledge and Experience:

- A+ certification, database training or equivalent experience is required
- Experience with the following operating systems is preferred:
 - Windows XP/7/2003/2008
 - Red Hat Linux Macintosh OSX
- Experience with the following hardware is preferred:
 - Personal computer troubleshooting and repair
 - Internet connectivity troubleshooting and repair
- Network Skills: Monitor and report on all local and wide area connectivity issues
- Working knowledge of TCP/IP and High Speed Internet Configurations