

Computer Services Specialist

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

JOB DESCRIPTION

Computer 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. Computer 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 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 monitoring 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
- MCTS, MCP, 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
 - Microsoft Active Directory
 - Microsoft SQL Server
 - Microsoft Exchange Server
 - Microsoft Hyper-V
 - Microsoft SharePoint Server
 - Mobile Operating Systems