

TechEdge IT Support Specialist Job Description



Released: 07/14/2016

We are seeking a highly motivated individual with experience in providing onsite and remote IT support for a diversified SMB customer base in Orange, Los Angeles & Riverside Counties. Good communication skills and up-to-date knowledge of the installation, troubleshooting and support of Windows Servers (2003/2008/2012/SBS), Exchange, Security, Anti-Virus, Firewall Appliances, Switches, Routers. Knowledge of remote support tools, VPN technologies, DNS, and popular IT tools is needed.

We are a successful IT Managed Services firm located in Irvine, Orange County, CA. Our clients' site installations range in size from 10 to 150 users. Industries include Property Management, Construction, Engineering, Education, Financial, Manufacturing, Distribution, Marketing, Professional Services, and others.

This position is open to either full time contract or salary with future benefits. The individual will provide high quality services to our existing customer base and work with other IT staff to resolve problems in a timely manner. The engineer will implement best practices with security measures and system controls to conform to security, legal and regulatory compliance. Responsibilities also include but not limited to daily IT support functions and service desk duties, patching of server security updates, documentation of IT instructions / infrastructure / standards, and implementing customer projects. A good troubleshooting skillset is a must!

- IT related experience and/or bachelor's degree or higher helpful.
- Solid knowledge of Active Directory including group policy management, replication, DNS and site & services, etc.
- Knowledge of VMware vSphere 4 and above (Virtual Switch management, V-motion, Clustering, Volume Management, etc.) and Hyper-V preferable.
- Knowledge on HP and Dell Servers
- Knowledge of systems monitoring software / applications
- Knowledge of network management, such as switches and firewalls.
- Excellent written and oral communications skills, dealing with multiple teams, across different offices.

Contact: Bill Kilbourne, Managing Partner - (billk@techedge.com – 949-474-9533 x224)