



IT Field Support Technician - Manhattan, NY, USA

Why Work Here? “We are an organization which boasts a great company culture and unending opportunities for career and personal growth.”

THE COMPANY: Netsurit is a privately held Managed and Security Services Provider based in New York City and New Jersey respectively. We deliver total systems solutions to a diverse clientele across a number of industries. Our culture promotes individual growth and a well-rounded work environment. Netsurit both challenges and supports its staff through a diversity of assignments and carefully constructed training and team development. We offer great opportunities for both professional and personal advancement. If you are a heroic problem solver with a penchant for technology, consider joining our team.

JOB DESCRIPTION:

- The candidate will need to have at least 4 years of help desk / support experience and excellent verbal and written communication skills.
- The candidate must be comfortable working with minimal supervision to resolve complex troubleshooting tasks and demonstrate first-hand experience building and deploying new networks and replacing equipment in existing networks.
- Applicants must demonstrate experience in leading technical teams and in ensuring proper and timely execution.
- The successful candidate must be able to share knowledge freely with co-workers and stay cool under pressure.
- Candidates must be able to passionately create customer loyalty and superb customer experiences
- We are looking for flexible network engineers with an aptitude for technology and who enjoy working with others.
- Full-time applicants only please, to begin immediately (or as soon as possible).

Responsibilities include:

- Provide ‘Best in Class’ service and support to end-users onsite at customer locations.
- Assist and mentor Tier1 Helpdesk Specialists acting as a Tier 2 support engineer.
- Resolve user issues assigned in the form of tickets in the onsite & helpdesk service boards communicating with technical staff and escalating outstanding issues when required.
- Perform work on servers as required to resolve user facing tickets.
- Work within server room environments for purposes of documentation, troubleshooting, and assisting engineers remotely.
- Work with vendors & partners concerning products and service issues.

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SA:
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Exco Members: Orrin Klopper (CEO), Brian Cooper (Group MD), Henry Swanepoel (CFO), Louis de Klerk (CIO), Eugene Perumal (MD – Netsurit SA), John Iaccarino (MD – Netsurit NJ), Andrew Cohen (MD – Netsurit Automate), Louwki Coetsee (Group VP – Sales & Client Value), Shaun Davis (CSO), Hud Krause (Executive - Professional Services), Nicolas Hocquet (Executive - Managed Services), Barbi Goldblatt (Executive – Cape Town Region), Dewaldt Du Plessis (Account Executive), Sharon-Lee Bloem (Professional Services Manager), Steven Grobler (Director of Technical Services – NY), Riaan Davis (Executive – Technology, Partnerships), Sarika Thakor (HR Manager)

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- Document time and notes in each ticket as the work is happening. At the end of each day, time entries will add up to total the time worked during the day. In depth technical documentation on physical and logical systems configurations.
- Identify opportunities for improvement in customer environments.

Apply if you: Are looking for a job where you can learn and grow with smart, supportive co-workers in an innovative workplace; Value solving problems and helping customers; Are inspired by passion and determination; Want broad exposure to a myriad of different network infrastructures, operating systems, software and issues; Enjoy every day being a new challenge.

QUALIFICATIONS

- Extensive work experience (4+ years) deploying and maintaining LANs
- Certifications in any of A+, Net+, Microsoft (MS, SC, or AZ), or Apple preferred
- Demonstrated proficiency in Microsoft (Workstation and Server) and Macintosh operating systems including: Active Directory, Microsoft Exchange, VMWare, Routing and Network Management;
- Ability to lift and carry packages up to 50 pounds
- Travel reasonable distances by foot/subway in all weather conditions
- Insurable driving record & current driver license
- Strong verbal and written communication skills
- Dedicated to learning and teaching
- Self-motivated, flexible, hard-working
- Dedicated to teamwork and customer loyalty.

Compensation will be based on level of experience. Benefits include health insurance, 401K with company matching, company sponsored training and certifications, built-in performance-based bonuses, and paid time off.

SCHEDULE AND LOCATION

The schedule for this position is daytime Monday - Friday. Some flexibility regarding work hours is required. Majority of job duties are onsite at customer locations throughout the New York metropolitan region

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