

# IT Help Desk / Systems Engineer (Level 2 or 3)

CK Technologies, Inc – Hays, KS

## Position Overview

This position is responsible for supporting customers through PC/Server/Network hardware and software support.

*\*\*\* Please do not apply for this position if you do not have the necessary skills and qualifications below. This position is for an experienced IT Systems Engineer, preferably with experience working for a Managed Services Provider, or IT Company\*\*\**

## Essential Job Functions

- Serves as an initial point of hardware and software support for the Company's user community.
- Helps users resolve day-to-day issues with PC/Server/Network hardware and software.
- Participates in the maintenance, deployment, troubleshooting, and ongoing support of user hardware and software.
- Fields service request tickets and forwards those tickets onto the appropriate subject matter expert.
- Assists in creating and maintaining Support tasks documentation.
- Collaborates with others in the creation of end user documentation. Develops and maintains processes and procedures. Continually evaluates processes and procedures to determine if opportunity exists for improved quality or efficiencies.
- Keeps up-to-date on current technology trends.
- Performs other related duties as required and assigned.

## Technical Skills Requirements

- Microsoft Windows Server 2012/2016/2019, Active Directory
- Virtualization: VMware, Hyper-V
- Router/firewall configuration and management
- Microsoft Windows 7, 8, & 10
- Microsoft Office 365
- LAN/WAN, DNS, DHCP, and Domain Controllers
- Wireless Network Configuration & Troubleshooting
- Printer/Scanner Setup & Configuration

## Other Skills/Abilities

- Must have a hard work ethic and the desire to expand your technology knowledge.
- Must have excellent communication skills and have the ability to convey complex technical information to non-technical end users.
- Excellent customer service skills are required.
- Must be self-motivated and take pride in own work.
- Must be able to work with confidential data.

## Qualifications & Experience

- Prior experience working for MSP or IT Consulting.
- Must have valid driver's license.
- An Associate's Degree and one to two years IT/IS experience; or
- Any appropriate combination of education and experience as determined by management