

Third Coast IT

Job Title: Network Technician

Ways to be considered:

Call: 414-671-9662

Email: ryan@thirdcoastit.com

Job Summary:

Third Coast IT is in search of a network technician who will provide quality support to our highly valued clients. This position is client facing which requires excellent communications skills and an outgoing personality. The successful applicant will be responsible for troubleshooting software, hardware and network issues submitted by our clients and escalated by our internal team. Services provided by this individual will be performed at our clients' sites, remotely from our office, or from home where applicable.

Job Responsibilities:

- Provide technical support to clients through several methods of communications
- Provide technical support to our technicians in the field
- Support escalated issues from our internal team of technicians
- Provide customers with server and network upgrades
- Provide guidance and assist in developing the skills of other technicians
- Troubleshoot and develop resolutions for network and server-based issues
- Troubleshoot and develop resolutions for PC hardware and software issues
- Troubleshoot and develop resolutions for printer issues

Job Requirements:

- Excellent customer service and communications skills
- Associate's or Bachelor's degree in Computer Engineering or related subject is preferred
- Excellent time management skills
- Strong background in Windows server administration, installations and upgrades
- Strong background in network communications and topologies
- Experience with PC, laptop and thin client support
- Clean driving record and a valid license

Advantageous Skills:

- Experience with server/desktop local and cloud backup solutions
- Experience with PSA and RMM tools
- Experience with Microsoft Hyper-V, Vmware, and other Virtualization
- Experience with Anti-Virus solutions
- Experience with Microsoft Office Products
- Experience with Firewalls and Security Appliances
- Familiarity with VLANs and VPNs
- Familiarity with troubleshooting network latency and network performance issues

Sales Skills:

- Maintain a route of existing customers, visiting them on a regular scheduled basis
- Call on offices to present our company, products, and services
- Working experience selling products and services
- Ability to cultivate relationships

You Must Be:

- FUN
- Outgoing
- Confident
- Ambitious
- Willing to work hard to accomplish your own goals and those of our team
- Able to work in a team environment, both as a team member and as a leader
- Committed to continuous improvement with an open mind and sense of humor
- We are looking for someone that is excited about growing with our company, while we provide a stable long-term position with an excellent income.

Third Coast IT is located in Milwaukee, WI and the majority of our customers are within an hours drive. We are a small business with big benefits! The position is salaried and includes vacation/personal time off. Our work environment is friendly, relaxed and flexible. We understand and appreciate our candidates will bring their own strengths. If you think this opportunity sounds exciting then we want to hear from you!

