

Established Carle Place IT Company looking for full-time IT Support Technician.

Will consider both entry level with 1 - 2 years of relevant experience and demonstrated education in IT, and candidates with 3 - 5 years of experience. Salary to commensurate with experience. Range for Salary: \$30,000 – 45,000K. Must have valid driver's license (to travel to clients in Nassau, Suffolk and NYC when needed).

Successful candidate will be able to:

Maintain existing Microsoft servers and network infrastructure, supporting Active Directory and desktop hardware installation and maintenance. Monitor performance and completes necessary server maintenance to ensure systems up-time and availability for all users in house and remote. Assist in the install, configure and support of local area networks, virtual servers, VOIP phone systems, email and internet system. Coordinates and implements back up procedures to ensure data availability and integrity.

Essential Job Duties:

Ensures networks, workstations, operating systems and software applications are operational; ensures hardware and software is patched and/or updated. Sets up hardware, install and configure software and drivers. Assists in maintaining Microsoft servers and VOIP environment. Responsible for troubleshooting, maintaining, and installing workstations, networks, software applications, phones, copiers, printers and other technologies. Manages security options and software in computers and networks to maintain privacy and protection. Microsoft Office, Outlook, Exchange support and maintenance

Following up with tickets to ensure resolution for end user's issues.

Skills and Abilities: Excellent customer service, oral, written communication skills. Great phone manner and ability to quickly identify issues, potentially troubleshoot and prep senior techs with regard to issue. Demonstrates attention to detail. Identifies and resolves problems in a timely manner. Displays critical/creative thinking Possess the ability to maintain effective working relationships with team members and partners. Ability to work independently and as a team. Ability to rely on experience and judgement to plan and accomplish goals. Adapts strategy to changing conditions. Preferred Experience: Installing: SonicWALL's, printers, servers, Datto devices, VOIP phone systems, Windows computers, MAC computers, other essential hardware Installing and troubleshooting SATA, SCSI, SAS, IDE RAID Storage Devices Internet communications and broadband internet routers, firewalls, VPN tunnels, VPN clients, DNS and DHCP, NAT, etc.