



## NETWORK ENGINEER/HELPDESK TECHNICIAN

Direct Full-Time Hire: PC Solutions – A Computer Network Support/Solutions Provider for Small/Mid-Sized Businesses  
This is not an entry level position. This position may be an ideal next step for anyone stuck in the current career path road blocks:

- A talented network engineer or lead helpdesk technician who has reached the career development ceiling with their current employer
- A talented network engineer or lead helpdesk technician, currently serving as the last line of defense at their current employer, who seeks an environment where he/she can learn from and collaborate with other senior technical staff

The Helpdesk Technician/Network Engineer will provide remote assistance to PCS clients and be the first line of defense on a dynamic and seasoned team of PCS Network Engineers. Work will be conducted 50% in house and 50% at local client sites. By working in many client environments and as a part of a collegial technical team, the chosen candidate will accelerate his/her technical learning curve, technical skill sets, and personal net worth. In addition to a competitive salary and benefits package, the selected candidate will have performance reviews and the opportunity to advance into new technologies and client services.

### **Specific responsibilities include:**

- Review backup logs and network monitoring alerts
- Field inbound support calls, diagnose issues, and open service calls in ticket system
- Assist senior network engineer staff with network projects and deployments
- Talks to and works with end-users to research and resolve their IT issues
- Triage problem, determine the urgency and decide how to react, prioritize, and escalate as necessary
- General Helpdesk - expected resolution of some calls - more as familiarity with client environments and skills advance
- Monitors the helpdesk service board and assigns electronic tickets to other personnel
- Remotely troubleshoot and administrate client workstations, Microsoft servers, and network devices
- Administrate anti-virus, patch management, SPAM filter, hosted web and email services
- Coordinate and/or perform pre-project equipment staging and lab tasks

### **Qualifications/Requirements:**

- Positive, upbeat attitude and phone demeanor
- Minimum 3 years (5 preferred) experience in IT with end user contact
- Superior client service experience helping users by telephone and remote control technology
- Ability to support various levels of desktop Operating Systems (Windows 2000, Windows XP, and Windows Vista etc...) and Microsoft Office Suites (2000, XP, 2003, and 2007)
- MAC support skills a strong plus
- Ability to conduct research into a wide range of computing issues as required
- Strong team leadership and organizational skills
- Strong ability to precisely describe problems and resolution steps and documentation skills
- Ability to effectively prioritize and execute tasks in an occasionally high-pressure environment
- Desire to constantly improve upon the status quo
- Must be able to pass a background check
- Ability and willingness to work/cover various shifts

### **Contact Information:**

If you are qualified and interested in pursuing this employment opportunity with PC Solutions please prepare a cover letter describing your background and desire to work in this capacity. Email cover letter and resume to [info@pcstechnology.com](mailto:info@pcstechnology.com). All submissions will be reviewed by a PCS hiring manager who will schedule phone interviews to discuss employment opportunities with any qualified candidates.