



**Senior Technician:**

**Position Type:** Full Time

**Position Descriptions:**

TeamLogicIT of Mountain View has a ground floor opportunity for an experienced technician to join a dynamic new enterprise providing unique IT consultation, preventative maintenance and repair services to small-and medium-sized businesses in the Bay Area. You will report directly to the owner and as such will develop, direct and implement the technical support services for our clients.

**Position Responsibilities:**

- Troubleshooting and remediation of problems on PC and Mac workstations.
- Provide telephone support line and resolve issues on-line through remote access.
- Management and troubleshooting of Domain, SQL and Exchange servers is common.
- Working with clients to plan and implement server and networking infrastructure projects.
- Working with clients to find the appropriate technology solutions to business problems.
- Setting up maintenance schedules and monitoring issues using remote management tools.

**Qualifications:**

Candidates must have prior experience in technical support of various business clients including troubleshooting and problem remediation, project planning and execution, solution based consulting and support for desktop, server and networking applications.

Specific Requirements Include

- Commitment to customer service
- Excellent troubleshooting skills.
- 5+ years experience in IT support for businesses
- The following certifications or their equivalent:
  - CompTIA A+
  - CompTIA N+
  - CompTIA Security+
  - CompTIA Server+
  - MCSA (Microsoft Certified Systems Administrator) or MCSE (Microsoft Certified Systems Engineer)
- Experience with Autotask trouble ticket management is beneficial.
- Experience with telephony systems is beneficial.

**Applications Being Accepted:**

Please apply at this website: <http://workplace.intuit.com/app/bfpasw9x6?r=2>