

Senior Computer Service Technician Level 2+ (Cincinnati, Ohio)

This is 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 Cincinnati area. You will report directly to the owner and as such will develop, direct and implement the technical support services for our clients.

TeamLogic IT is a national network of locally-owned businesses providing comprehensive computer-based services for managing information technology to small- and medium-sized businesses in the Cincinnati area. TeamLogic IT provides networking, security, data and email services, as well as hardware and software support in addition to a variety of consultation and preventative maintenance services previously only available to larger organizations. We offer more services than most computer companies and focus on preventing IT disasters through a unique managed services program called SystemWatchIT®.

As a Level 2+ Technician you will be responsible for repair, installation and maintenance of personal computer hardware and peripherals, either at the customer's location or through a remote connection. In addition you will have an in-depth knowledge of hardware, software, networking and security topics. You will work on complex assignments, often independently within policies and procedures outlined by the company. In addition you will monitor and maintain network systems, troubleshoot and make improvements as necessary.

We are looking for candidates with strong technical skills to:

- Design Local Area Networks
- Design, implement and monitor network security
- Design, install and expand new facilities
- Optimize and maintain network software and hardware
- Perform network infrastructure troubleshooting

At least two of the following certifications are required or need to be obtained for employment:

- CompTIA A+
- CompTIA Net+
- CompTIA Security+
- MCDST (Microsoft Certified Desktop Support Technician)
- MCSA (Microsoft Certified Systems Administrator)
- MCSE (Microsoft Certified Systems Engineer)
- CCNA (Cisco Certified Network Administrator) desirable

We are looking for candidates with strong technical skills and at least five years experiences in the following areas:

- Windows Servers
 - Install and manage server operating systems
 - Implement and manage Active Directory and DNS services
 - Setup and troubleshoot DHCP, RRAS for VPN remote access
 - Setup, license and troubleshoot Terminal Server
 - Setup and manage Network security and File/folder security
 - Manage certificates in Certificate Authority
 - Manage Print Servers
- Exchange Servers

- Install and manage Exchange.
- Configure mail security, e.g. sender policy, recipient filtering, block lists
- Backup/restore mailboxes and public folders
- Install and configure Exchange clients, include VPN access.
- Database and PST management
- Outlook Web Access
- APPLE Technologies & Windows network integration
- Dell, HP, IBM Server
 - Design, Install, Troubleshoot, Upgrade
 - *RAID storage, SATA, SCSI familiarity*
- Other Required Skills
 - Spam counter-attack strategies
 - Plan and Structure Public DNS plan
 - Design, Install, Manage and Troubleshoot Local Area Networks
 - WAN Setup: SOHO/Corporate Internet hook-up: ADSL, cable, T1/fractional T1 - Strong working knowledge of TCP/IP
 - Install and expand new facilities
 - Have reliable vehicle for transportation (will also operate corporate vehicle from time-to-time) and Cell Phone for email and service desk access.

Excellent customer service and communication skills are a must.

We offer competitive salary & benefits, challenging work, career opportunities, a pleasant work environment and ongoing training.

If you are a computer technician offering services to business customers today but prefer to focus on the technical side of the business and not deal with the marketing and sales aspects, we should talk. We offer a bonus to independent technicians for customers that transferred to TeamLogicIT of Cincinnati.

Please submit resume with salary history and professional references to jcolvin@teamlogicit.com