



Employment Opportunities: Network Support Technician

New Opening!

Essential Functions:

Network Support Technician is a high-client contact position playing a frontline help desk role to provide operational support to maintain LANs, WANs, Data Centers and Desktops for our nearly 100 clients and almost 1,200 users in San Luis Obispo & Santa Barbara Counties in professional offices. Our clients include: law offices, medical groups, accounting firms, government offices, engineering firms, wineries and manufacturing operations who rely on their computers. Internally, you will also serve network administrators by managing the technical ordering for clients.

Computer Network Services provides leadership and expertise that helps clients profit and thrive with technology. Our devotion to optimum reliability, exceptionally responsive customer service and proper documentation set us apart. Our service model includes systems design and implementation, proactive monitoring and maintenance, managing vendor services, cultivating ongoing relations, system documentation, user training and troubleshooting.

To serve our clients, we must continually grow our people. You will be challenged to quickly identify, disseminate, master and deploy new technology. You will need to develop acute management skills of a knowledge worker on a high performance team. We will help you get there! Our industry is evolving at ever increasing rates requiring a nimble mind and a hunger for knowledge and skills. Continuing education through online sources, periodicals and tradeshow are required. You must be fun, collaborative & productive, willing and able to support and challenge your team mates.

Required training: Bachelor's Degree in computer related field. This is a growth position that will include training and upward potential.

Duties that the job requires:

Support

- * Frontline telephone support and escalation for users with a variety of computers, servers, peripherals and software
- * Maintain documentation of communications and resolution of issues
- * Prepare customer, operations, and systems documentation according to pre-established standards
- * Use our automated system for Ordering, Shipping and Receiving of a high volume of technical materials

Monitoring on management systems in the Network Operations Center (NOC)

- * Plan and coordinate the installation of new releases of system software
- * Analyze program and system performance

Leadership and Communications

- * Present to the Tech Team Roundtable on technology and procedure insights
- * Manage customer relationships as a personal, service oriented trusted advisor
- * Manage vendor relationships for our customers

We are seeking a solution-oriented person with the following specific skills:

- * MS Win2k/2k3, MS SBS 2k3/2k3, Exchange 2k/2k3, AD, SQL, & Office Applications
- * Linux, MacOS 10.x
- * VMware Workstation, GSX, ESX, Server
- * Citrix, Terminal Services, thin clients.
- * VPN/IP Sec w/ RADIUS authentication
- * 802.11 a, b, g internal & external w/ wireless security

- * Firewall appliances (SonicWALL & Netscreen)
- * Managed switches
- * VLANs
- * Print servers, printers and MFPs
- * Backup systems (Acronis, Veritas & online)
- * Basic network wiring - termination & testing of CAT5
- * Handhelds: Palm, PocketPC, BlackBerry, Treo
- * HP: Notebooks, Workstations, PC, ThinClients, Switches & Servers
- * Dell: Optiplex/Precision WS/Latitude/PowerEdge Servers
- * TCP/IP and DNS troubleshooting
- * Hardware troubleshooting

Personality traits required:

* Professional, trustworthy, productive, systematic, organized, conscientious, polite, team player, reliable, multi-tasking, flexible, reassuring & confident with clients, patient and proactive.

Job parameters:

- * Full-time position, 8:30-3 core hours, flex time around those core hours; some overtime and weekend work required
- * Must have valid CA driver's license & reliable car, 60% on customers' sites around SLO county (mileage will be reimbursed); 40% in the NOC
- * Able to lift 40 pounds
- * Company utility bike use is optional but encouraged. Free espresso drinks.
- * Uniform shirts provided.
- * Complete benefits package, very competitive hourly wage position plus profit sharing incentive program. Starting range is \$45,000 or more, depending on experience. Compensation review at 90 days.

To apply, please submit a resume and cover letter to jobs@cleverducks.com. Your materials can also be faxed to (805) 543-5760 or delivered to:
Computer Network Services
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