

Level 1 Technician Engineer/Help desk support

****ONLY APPLICANTS WHO LIVE IN A 30 MILE RADIUS SHOULD APPLY****

Summary:

This is a part-time position (may turn into full-time) based in Redondo Beach, CA. The candidate's primary role will be to provide remote, phone, and onsite technical support to small and medium size businesses

Essential Duties and Responsibilities:

Specifically, the candidate will be tasked with the following responsibilities:

- Provide 1st level technical support and expertise for Windows 7, Windows 8, and Windows 10
- Provide support for Office 365 – adding/removing services, users
- Active Directory – User profile and account maintenance
- Install software with strict security guidelines
- Desktop/Mobile phone email configuration
- Windows computer and printer set-up
- Basic networking skills
- Build and install new computer systems
- Manage and support VOIP system
- Excellent follow-through and communication skills.
- Great service attitude.
- Experience using a ticketing system.

Education and Work Experience:

- Bachelor's degree in a related field, or equivalent work experience.
- Minimum 1 year supporting technology in small business/midsize business

Qualifications:

- All candidates will be subject to a background and reference checks
- Local candidates preferred
- Valid driver's license and Proof of Insurance

Technical Requirements:

- Minimum 1 year experience in deploying Windows Operating System and supporting networks
- Proven work experience with people.
- Knowledge of and ability to apply technical expertise and have knowledge of other related disciplines.

Knowledge and Skills:

- Windows Server 2008, 2012, 2016
- Office 365.
- Active Directory and Group Policy
- Firewalls/routers/networking
- Willingness to be a team player
- Strong analytical and problem solving skills.
- Ability to work on multiple tasks simultaneously in a high paced environment. The candidate will be coming into existing projects in progress, and will be joining on new projects that are starting.

- Excellent oral and written communication skills with ability to communicate technical information to non-technical audiences.
- Must be collaborative, results oriented.
- Willingness to be hands-on with their team; understand applications but not afraid to “get their hands dirty” in the technical work as well

Experience with the following is a plus:

- Remote management tools. Logmein, Level Platforms, Connectwise
- CompTIA A+ certification
- CompTIA Network+ certification
- CompTIA Security+ certification

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift a minimum of 50 Pounds

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