

Entry level - IT Support

This is an entry level job that allows the opportunity to work closely with high level network engineers in troubleshooting support challenges and improving technology strategies. We are looking for a skilled individual that will strive in a wide vast of technology solutions. We are a 30% Linux, 60% Windows and 10% Mac shop for our servers and desktops. Our user base is heavy power users, each with array of specialized hardware. We also host our own data center. We operate as a big lab, so the tech exposure is limitless. If you absolutely love technology and know it's your path, this is a great opportunity to get your feet wet. We will provide mentorship as it is available. The ideal candidate must be resourceful and does not fear digging into a task.

Skills:

Maintain and document solutions to cases

Ability to follow instructions and work autonomously, but also able to recognize when you are in over your head

Excellent verbal skills, proactive communications

Respectfully maintains proper office etiquette

Positive attitude and a desire to help people

Security-focused approach to all aspects of the job

Minimum Qualifications:

2 year corporate or academic experience with Linux or a Linux certification

A+ certification

Enrolled in a 2- or 4-year computer science program or hold equivalent degree

Able to lift 50 lbs. safely

Understanding of IP networking (ex: VPN, VoIP, NAT)

Understanding of Microsoft/Linux infrastructure solutions

Understanding of virtualization solutions

Available to work overtime and off-hours when required to meet business needs

Desired:

Understanding of shell and/or python scripting

Understanding of build systems desired (e.g. Jenkins, CMAKE, or equivalent)

U.S. resident or citizen required. Intern must submit to background check before hire.