

## Position: IT Technician

### About the Company:

Professional Networks is an IT Services Provider for small to medium-sized businesses. We have been in business since 1998 and provide clients with onsite and remote IT networking support.

### About the Position:

This position offers a somewhat flexible schedule and some remote work is a possibility. The job has great benefits & the ability to use your technical skill set to the fullest.

### Position Requirements:

- Experience supporting & maintaining client server networks
- Microsoft Server Solutions Experience (Active Directory, MS Exchange, DHCP, SQL, File Sharing & Printing) in a Windows domain environment
- Knowledge of network security protocols & standard networking practices
- Working knowledge of wired & wireless LAN technologies, TCP/IP networking
- Strong network troubleshooting skills (Desktops, Laptops, Servers, Security, Wireless, Routers, Firewalls, Switches & Other Network Devices)
- Familiarity with structured cabling
- Positive attitude with strong desire to excel
- Ability to complete tasks without continuous supervision
- Ability to learn quickly and adapt to changing environments
- Linux knowledge helpful, but not required

### Job Responsibilities:

Technical Account Management :

- Attend to designated MSP (Managed Service Provider) clients:
  - Manage tickets/issues
  - Perform remote support & onsite visits
  - Coordinate with our internal Help Desk on issues where necessary
  - Consult with clients on current & future technology needs
- Verbal and written communication with clients and team, as well developing a good relationship with clients
- Troubleshooting Client/Server Network devices
- Clear, concise documentation

- Our applications: ConnectWise (PSA – Professional Services Automation for IT Companies) and N-Able (RMM – Remote Monitoring & Management Automation for IT Companies). Experience with these applications is not required.

**Benefits:**

- 75% of Employee Health Insurance
- Paid Vacations
  - 5 days per year
  - 10 days after 5 years of full time employment
  - 15 days after 10 years of full time employment
- 8 Paid Holidays per year
- Personal Time – 5 days per year
- Retirement Plan - Matching up to 3% of yearly salary
- \$25,000 Life Insurance Policy

Please submit resume to [position@pronetsinc.com](mailto:position@pronetsinc.com)

**Company Information:**

**Professional Networks, Inc. (PRONETS)**

307 Meadow Street (Physical Address)

PO Box 389

Galax, VA 24333

**Phone:** 276-236-8226; Ext. 1008

**Fax:** 276-236-7446

**Website:** [www.pronetsinc.com](http://www.pronetsinc.com)