

Position: IT Help Desk Technician – Open June 2021

We are looking for someone who truly enjoys the changing nature of technology to join our team.

Position Requirements:

- 1+ years supporting & maintaining client server networks
- Microsoft Server Solutions experience (Active Directory, MS Exchange, DHCP, DNS, IIS, SQL, File Sharing & Printing) in a Windows domain environment
- Office 365 administration & troubleshooting experience helpful
- Working knowledge of wired & wireless technologies
- Good network troubleshooting skills (Desktops, Laptops, Servers, Wireless, Routers, Firewalls, Switches & Other Network Devices)
- Ability to manage time effectively & efficiently
- Ability to learn quickly and adapt to changing environments

Job Responsibilities:

- Manage client tickets/issues through an online IT ticket system
- Troubleshooting Client/Server Network devices remotely
- Coordination with Field Technicians on issues where necessary
- Optimization of existing network performance via monitoring & management
- Good verbal and written communication with clients and team
- Following company procedures and best practices
- Clear, concise documentation into ticket system

Benefits (Full Time):

- 75% of Employee Health Insurance
- Paid Vacations
 - 5 days per year
 - 10 days per year after 5 years of full-time employment
 - 15 days per year 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

Salary: Competitive & based on experience

Company Information: Professional Networks, Inc. (PRONETS)
307 Meadow Street
Galax, VA 24333
Website: <http://www.pronetsinc.com>

Phone: 276-236-8226 • Ext. 1010

Email Resume to: position@pronetsinc.com