

ESM is looking to hire a full-time IT/LAN Support Technician. The work location will be primarily in Jacksonville, FL. This position requires an active Secret clearance.

Handle local area network administrative responsibilities in a Windows 7/10 workstation environment, and a Windows 2003-2012 server environment.

Provide timely and quality PC hardware and software support with a high degree of customer satisfaction.

Review assigned tickets and provide input on troubleshooting and resolution.

Respond rapidly to each ticket as it arrives to the LAN Admin group.

Document accurate information with attention to detail on the ticketing system.

Administer MS Exchange, Active Directory Service (ADS) and Daily Backup systems.

Requirements:

Reliable team player, self-starter, able to work without supervision.

Above average customer service skills.

Good written and verbal communication skills.

Strong interpersonal and troubleshooting skills.

Minimum of 2 years as PC Technician/LAN Administrator or equivalent experience.

Strong background with PC systems running Windows 7/10 and MS Windows 2008-2012.

Strong background with network configuration and administration/support of Windows 7/10.

Familiarity with Microsoft Office Professional suite 2007-2016, Outlook 20XX, and VMware.

Experience utilizing a ticketing system.

Experience with various workstations and servers, virus protection, etc. in a strictly Microsoft environment.

Compensation includes salary and excellent benefits package. If you, or someone you know may have interest in learning more about this opportunity, please email a current resume with availability and compensation for consideration.

ESM provides equal employment opportunity to all individuals regardless of race, color, creed, religion, gender, age, sexual orientation, national origin or ancestry, disability, genetic information, veteran status, gender identification or any other characteristic protected by state, federal or local law.