At TechVoo, we are dedicated to providing positive experiences for everyone we work with. Our foundation is built on fostering an environment of mutual respect, where every individual's contribution is valued. We prioritize honest communication, ensuring that transparency and trust are at the heart of every interaction. We embrace opportunities to teach, learn, and grow, both as a team and as individuals. We are committed to recognizing and celebrating the achievements of those around us, and we actively seek ways to acknowledge the hard work and dedication of our people. Join us and be part of a team that values respect, growth, and most importantly, having fun along the way!

Requirements:

• IT, MIS, CS, or Engineering educational degree, certificate, or equivalent experience

• 2+ years of hands-on desktop and server support experience

• Strong communication and customer service skills

• Experience administrating Active Directory and Group Policies

• Experience with hypervisors including Hyper-V and VMWare

• Experience in Microsoft 365 administration, deployments, and migrations

• Experience with Microsoft Exchange administration

• Experience with BCM and DR

• Experience with Firewall configuration including security policy hardening and VPN configuration

• Experience diagnosing and identifying network issues

• Self-starter with a desire to learn and that works well in a team

• Strong written and verbal communication skills

• Attention to detail

• Ability to follow and adhere to documented processes

• A+ Certification or equivalent experience

- MS-900 or MS-102 Certification or equivalent experience

Preferred:

- 5+ years of hands-on desktop and server support experience

- Knowledge of switch configurations including VLAN tagging and QOS

- Knowledge of Windows Server and roles, including domain services and RDS

- Knowledge of maintaining and updating nameservers and DNS records

- Ability to offer improvements to and update documented processes

- Network+ or CCNA Certification

- Microsoft Expert Administrator Certification

Responsibilities:

- Respond to incidents assigned to the Level 2 ticket queue and escalations

- Communication with clients through phone, remote connections, and in-person

- Document client incidents in a ticket management system

- Work with level 3 technician on projects and onboarding

- Maintain internal systems and solutions

- Review and support implemented solutions including DR and security products

- Advanced troubleshooting of software and hardware problems

- Develop documentation for client processes and technical problems

- Stay current on and adhere to established policies, procedures, and documentation

- Continue to learn and experience new technologies key to long-term success

- Build positive relationships with both client and teammates

This is a full-time, salaried, on-site hybrid role (after first 90 days).