

## Support Administrator

Midwest Computech, a regional Information Technology business is looking for an energetic team player, detail oriented Support Administrator who is enthusiastic about working for Midwest Computech. The Support Administrator resolves network, server and PC issues. This position reports to a single location but may travel to different locations if the need arises. This position reports directly to the Operations Manager. The Support Administrator may have other duties assigned that are not listed below.

### Responsibilities

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- Provide exceptional customer service to our clients and leadership to team members.
- Manage a team of network technicians supporting a customer group.
- Provide direction for support resolution efforts by the NOC (Network Operations Center).
- Mentor and lead other team members including Support Specialists and Support Technicians.
- Support incident /ticket resolution and documentation.
- Provide escalation support to clients in a timely manner.
- Communicate to client with resolution if possible, or escalation and expected time frame of resolution.
- Collect client contact information and information of problem.
- Troubleshoot, install and /or resolve desktop and server hardware and application related issues.
- Configure user email client (i.e. Outlook).
- Troubleshoot and resolve desktop, internet, switch and network connectivity issues.
- Create and/or remove user accounts, both locally and in Active Directory.
- Create and/or remove Exchange email accounts.
- Troubleshoot and resolve server connectivity, issues and network printing issues.
- Install and utilize agents on client systems.
- Monitor and resolve tickets and alerts for desktops and servers.
- Deploy updates and patches.
- Troubleshoot and resolve backup related issues.
- Configure, resolve issues and install firewalls.
- Install network based applications.

### Preferred Experience and Skills

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- An associate's degree in the field of technology or a bachelor's degree from an accredited college or university.
- Three years of experience in an information technology position.
- Able to resolve desktop, network and server issues on enterprise network.
- Successfully completed the, CompTIA Network+ examination, Microsoft MCSA in Desktop and Server Levels.
- A Microsoft MCSA specialized track certification is recommended.
- Possess strong understanding of customer service best practice.
- Communicate effectively verbally and in writing.
- Strong ability to learn and work independently as well as with a team.

### Physical Demands

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- Ability to lift up to 75 pounds.
- Ability to bend, squat and lift frequently as well as move and climb ladders as needed.

### Benefits Preferred Experience and Skills

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- Medical Insurance
- PTO & paid holidays
- Employee life insurance
- 401(k)