



[www.itezz.com](http://www.itezz.com)

Send resume to:

[hr@itezz.com](mailto:hr@itezz.com)

## IT Field Support Specialist 2

### Description

The Hardware Technician provides Tier 2 and 3 on-site and remote supports for computer workstations, servers, printers, peripherals, and teleconferencing equipment. Conducts sites surveys; assesses and documents current site configuration and user requirements. Analyzes existing requirements and prepares specifications for hardware acquisitions. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables.

- Troubleshoot, repair, and test computer workstations, servers, printers, peripherals, and teleconferencing equipment
- Install and configure computer workstations, servers, printers, peripherals, and teleconferencing equipment and associated cabling
- Maintain government and/or vendor-manufactured fiber optic modems, multiplexer, fiber optic/Ethernet cables & telephone systems
- Follow standard operating procedures for the Connectivity Operations Team, including the use of ticketing systems and documentation
- Support network upgrade projects or initiatives
- Support end-user connectivity needs

### Requirements

**Required Skills, Experience, and Education:** Minimum education and experience level: High school/GED and two (2) to four (4) years of experience and Security + Certification.

Equivalent education and experience: Associate's degree in a technical field and two (2) years of experience or a Bachelors' degree in a technical field.

**Must have one of the following 8570 certifications: A+ CE, NET+ CE, SSCP prior to starting on contract**

1. Highly skilled in installing, repairing and troubleshooting computer hardware and peripherals. Well-versed in installing windows, software, applications, antivirus and patches

Itezz Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by applicable law.



[www.itezz.com](http://www.itezz.com)

Send resume to:

[hr@itezz.com](mailto:hr@itezz.com)

2. Demonstrated ability to read and understand technical manuals and schematics
3. Expertise in Microsoft Office Applications (Word, Excel, PowerPoint and Access)
4. Able to manage time and priorities effectively
5. Able to work efficiently with minimal supervision
6. Proficient in working with end-users remotely
7. Demonstrated expertise in Microsoft Windows 7 and 10
8. Familiar with Active Directory security and policies
9. Excellent analytical and problem solving skills
10. Must be able to drive company vehicle.
11. Must be available to work an 8 hour shift between the hours of 6am-6pm, as determined by management.

**Must be able to lift up to 50 pounds. The usual and customary methods of performing the job's functions require the following physical demands: Significant lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; periodic work in tight areas.**

**Required Clearance:** Candidate must have a TS/SCI polygraph clearance

Required Skills

N/A

Itezz Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by applicable law.