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hr@itezz.com

IT Field Support Specialist

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: High school/GED and zero (0) to two (2) years of experience AND 8570 Certification. Preferred Security +. Will accept an AA or BS in a technical field as a substitute for years of experience.

Must have one of the following 8570 certifications: A+ CE, NET+ or Sec+

- Highly skilled in installing, repairing and troubleshooting computer hardware and peripherals. Well-versed in installing windows, software, applications, antivirus and patches
- Demonstrated ability to read and understand technical manuals and schematics
- Expertise in Microsoft Office Applications (Word, Excel, PowerPoint and Access)
- Able to manage time and priorities effectively
- Able to work efficiently with minimal supervision

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- Proficient in working with end-users remotely
- Demonstrated expertise in Microsoft Windows 7 and 10
- Familiar with Active Directory security and policies
- Excellent analytical and problem solving skills
- Outstanding communication skills to relate with team members and support workers
- Must to be able to lift 50 lbs.
- Must be able to drive company vehicle.
- Must be available to work some 8 hour shift between the hours of 6am-6pm, as determined by management.

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

Required Skills

N/A

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