Systems Technician – Level 3 (Silverton, OR)

Job Description
The overall focus of this position is providing technical support within the MTS Technical Services department. Additional tasks will revolve around monitoring client systems, client training, systems setup and support of existing client systems.

Essential Duties and Responsibilities
- Resolves inbound tickets and escalations, and ensure SLAs are maintained
- Works with personnel to provide mentoring and training
- Receives tickets routed from Tier 1 technicians assess issues and provide solutions for problems that cannot be handed by tier 1. If unable to find a solution route issue to subject matter experts
- Stays up to date with industry trends and technology
- Collaborate with Service Manager to champion efficient workflows and processes
- Reviews hardware product offering and maintains list of approved products.
- Troubleshooting user computers, laptops, tablets, servers, as well as executing password changes
- Manage all server/desktops to keep them up-to-date with Microsoft and third-party patches virus definitions, and malware, using RMM software.
- Record work using CRM ticketing system
- Escalate technical issues outside your skillset to other technical team members and route to the appropriate team member.
- Field calls from end users.
- Core duties and responsibilities include the following. Other duties may be assigned.
- Adhere to and follow standard operating procedures (SOPs), Guides, Templates, and Policies used to support and manage daily activities.
- Work with a range of Windows applications and operating systems in networked environments, both hands-on and remotely
- Travel to clients for on-site repairs or professional services.
- Complies with all IT Policies, Procedures and Security Standards. Including but not limited to Role Based Access and segregation of duties.
- Ability to handle sensitive information including Protected Health Information (ePHI)
- Comply with HIPAA and other Cybersecurity Frameworks.

Qualifications and Requirements
- 5 years of experience troubleshooting Windows desktops and servers
- 5 years of experience installing, maintaining, and troubleshooting router, switches, and wireless networks
- Familiarity troubleshooting Windows 10, 8, 7 software and applications
- Administration and Troubleshooting of Windows Server 2012 and 2016
- Active Directory and Group Policy Management and Troubleshooting
- Experience with Terminal Services
- Working knowledge of server hardware including RAID and out of band management
- Familiarity with networking routers, switches, and wireless
- Adept in DHCP, DNS, VLANs, VPNs, and other network fundamentals
- Familiarity remediating technical issues with various vendors such as ISPs, software/hardware manufacturers, etc.

- Experience with Hyper-V and VMWare
- Experience with Cloud Servers and Infrastructure
- RMM script building and pushing to automate software tasks with Powershell, batch, VB
- Provide preventive client care maintenance by monitoring RMM
- Experience with backup solutions, Datto a plus
- Experience with CRM Ticketing System
- Experience with Office 365 Management
- Excellent oral and written communication skills; including documentation
- Demonstrated ability to use problem solving techniques such as root cause analysis to resolve issues
- Ability to follow and adhere to policies, procedures and standards relating to Systems management and security.
- Install, move, add, change, and decommission computer systems upon request.
- Require limited supervision and direction; drive results and set priorities independently
- Take an active part in planning computing solutions for clients to alleviate repeated 'fixes'
- Bench test proposed solutions
- HIPAA Scans, Network Assessments, and Audits of Clients Networks and Infrastructure
- Be able to lift at least 50 lbs.
- Have reliable transportation, insurance, and clean driving record

Location
Silverton, OR

Compensation
Hourly DOE + Benefits