



Making technology work for *your* business.

Support Specialist (IT Support)

Job Summary

Working directly under the Support Supervisor, this support specialist will provide lynch pin support services to our clients. You will be providing front line remote and on-site support to our diverse client base across a variety of technologies – desktops, mobile, servers, networking, firewalls, cloud, applications, etc. – out of both our San Diego and North County offices. The position will begin on-site at the San Diego Regional office with a gradual transition to the North County office.

Qualifications & Skills

- Must possess a minimum of three years of customer service experience
- Three years' experience administering business networks
- Advanced troubleshooting experience (networking, desktop, server/OS, & virtualization)
- Experience with TCP/IP, DNS, DHCP
- Experience configuring and supporting Windows 2012 2016 or 2019 Server
- Expert level in supporting in Exchange/365, Active Directory, and/or Google Apps
- Microsoft Office Application skills
- Firewall configuration and deployment experience
- Advanced knowledge of spyware/virus detection and removal techniques
- High attention to detail and excellent oral and written communication
- Demonstrate integrity and ability to maintain client confidentiality

Additional Responsibilities:

- Perform root-cause analysis and resolution
- Experienced ticketing service documentation; time entry and management skills
- Experience in prioritizing multiple responsibilities in a fast-paced environment
- Resolve and escalate issues that require additional support
- Adhering to client SLA's (service level agreements) and team performance goals
- Research knowledge base articles for technical solutions and configurations

Other Requirements – Physical Demands & Certifications:

- Ability to work in an office setting including; sitting for long periods of time, lifting, bending. Ability to work in diverse client environments as onsite work is required for this role.
- Must have valid driver's license and reliable transportation for occasional work offsite.
- Microsoft Certified Professional (MCP) with desktop/server exams highly desired or commitment to obtaining Microsoft certification within 1 year
- Cisco CCNA a plus
- Background and Reference Checks are mandatory part of the recruitment and hiring process

Job Classifications

Reports To: Support Supervisor

Compensation: Depending upon experience

FLSA Status: Non- exempt

Location: North County (San Marcos) Branch office (after 3 to 6 months training in San Diego Regional Office)

Hours: Monday- Friday 9 am- 6 pm, evening & weekend work as needed, overtime as needed

About SpotLink

SpotLink is a premier, high-skill, high-capabilities, San Diego based technology solutions provider. We specialize in Managed IT Services, Software Engineering, & Voice Solutions for small and mid-sized businesses. As an industry leader for San Diego IT solutions, we provide a wide range of technology services including; proactive technology management, network administration, technology consulting, reactive computer support, software engineering, and voice technology solutions.

SpotLink offers multi-featured benefits that include competitive and attractive compensation, holidays, paid-time off (PTO), medical, dental, vision, matching 401k and more. You will receive ongoing training and plenty of opportunities for advancement. You'll also enjoy a fun, friendly atmosphere with weekly company lunches, snacks and beverages.