

May 8, 2017

Junior Network Administrator - Teksystems

Teksystems is partnering with a major company in Champaign, IL; we are assisting them with staffing their Junior network admin .All candidates must be able to work W-2 directly with TEKsystems.

Top Three Skills:

1. 1+ years experience configuring network hardware(Cisco, HP, D-Link, or Wireless Access Points.
2. 1+ years experience of LAN, WAN, TCP-IP, Switches, and Routers.
3. 1+ years experience in Customer Service. Strong communication is extremely important since you will be supporting 600+ properties.

Job Description: Technical Support Representatives supports customers, prospective customers, employees and field technicians in the use of The organization products and services. This position resolves technical issues and provides procedural guidance, training and support.

Functional areas of this position include, but are not limited to: providing "Tier 2" Customer Support for all issues escalated from Tier 1 Customer Support; troubleshooting customer issues and escalating when necessary; creating and dispatching work orders for customer, property, and project management tickets; tracking completion of work orders and communication with technicians; and closing work orders and tickets when applicable.

Primary Responsibilities Customer Support:

Provides technical, procedural and product guidance to our customers and field technicians; creates, logs and updates all cases into a ticketing system within the established timeframe.

Resolves or escalates customer issues or questions within the established and acceptable timeframe.

Responds to telephone calls, emails and faxes within the established response standard.

Maintains ownership of issues and follows through on all customer issues until those issues are properly closed.

Escalates irresolvable issues to appropriate functional groups.

Enters services and procedural information into the Knowledge Base Manager for use by other employees.

Keeps technically abreast of all products and services, bug fixes, software releases, and troubleshooting methods.

Provides additional shift coverage when required.

Provides standard and ad hoc reports, charts, and graphs when requested.

Assists with training sessions for customer and employees; mentors other employees whenever possible.

Dispatch:

Creates and dispatches work-orders to Pavlov-qualified technicians.

Tracks status/completion of work orders; communicates with technicians and releases technicians from job sites.

Closes work orders and tickets when applicable; provides auditing documents to accounting as required.

Provides periodic reports and updates on the status of work-orders to supervisor.

Proactively communicates status reports and issues to manager, and customers.

Communication & Other:

Escalates site down issues to appropriate functional groups.

Communicates changes and outages to appropriate stakeholders.

Provides phone support to onsite technicians.

Ensures efficiency and conformity in operation through effective communication with all Pavlov staff.

Participates in Corporate continuous improvement initiatives to enhance client service, efficiency, and profitability.

Participates in selected corporate meetings, conferences, conference calls, and planning.

Lead selected corporate meetings, conferences, conference calls, and planning as required.

Perform other duties as assigned.

Requirements & Minimum Education Level:

High School Diploma or GED.

One year of leadership experience desired.

Certification in A+, Network +, MCSA, CCNA or equivalent work experience.

Must have a strong working knowledge of LAN and WAN networks with experience in troubleshooting LAN/WAN, server and TCP/IP networking

problems. Proficiency with DNS, DHCP and HTTP.

Proficiency with Microsoft Windows (2000, NT, XP, Vista, or Windows 7), Macintosh, Adobe Acrobat. PC hardware, and Microsoft Office Suite applications.

Periodic overnight travel may be required.

Shifts are subject to change based on business needs, and employee standings in regards to shift bids.

Seniority for shift bids is based on employee's work performance then date of hire with the company.

Working some weekends and holidays required.

Physical/Mental Requirements:

Sitting for extended periods of time while at a desk or in meetings.

Hearing and visual acuity within normal range.

Manual dexterity to operate a keyboard, calculator and telephone system.

Ability to lift up to 25+ pounds.

Environmental Conditions: Work is performed primarily in an office setting.

Skills and Experience:

Excellent Communication skills (strong verbal and written required).

Exceptional listening skills.

Ability to communicate complex technical issues to non-technical users.

Interpersonal skills.

Teaming skills

Time management and multi-tasking skills.

Strong analytical and problem solving

Computer skills.

Superior Customer Service Skills: Professionalism, Soft Skills and Phone Etiquette.

Ability to easily adapt to changes in processes, procedures and priority.

Ability to read, analyze, summarize and interpret general IT periodicals, journals and technical procedures.

Experience supporting IT customers/users with varying levels of computer skills.

Experience working in Customer Service.

If you are good at thinking outside the box and enjoy working with cutting-edge technology, then this job is for you.

Pavlov has three different work shifts so expect to work weekends from time to time.

CCNA or CCENT would be a huge plus.

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