

Network Engineer Tier 1

The Network Engineer Tier 1 is a critical part of the service team. The Network Engineer Tier 1 is responsible for the initial assessment of a technical issue. The Network Engineer Tier 1 specifically performs the following tasks:

1. Assisting end users with routine service requests such as account lock outs, password resets and configuration setting changes.
2. Installation of common applications on workstations such as MS Word, Excel, PowerPoint, Outlook and Adobe Acrobat
3. Setting up computers using pre-built images or installing the Windows operating system.
4. Assisting with basic network and connectivity troubleshooting.
5. Printer and scanner troubleshooting and installation.
6. Troubleshooting hardware failures and coordinating with vendors for warranty repairs.
7. Provisioning and troubleshooting VOIP phones for users.
8. Answer customer phone calls and emails for support requests.

Training will be provided for each of the tasks listed above. The steps to resolve all of the tasks above are documented and standardized. The Network Engineer Tier 1 follows step-by-step directions to resolve the requests that they are assigned to.

Qualifications

The successful candidate will have prior experience in the following:

1. Answering telephones and assessing customer requests.
2. Experience working with customers primarily via phone and email.
3. Experience working with Windows based computers.
4. Experience with creating and managing user accounts in Microsoft Active Directory.
5. Detailed understanding of computer chassis (workstation, laptop, tablet) and how to install or remove components.
6. Detailed understanding of computer components (motherboard, cpu, ram, hard drive, etc.).
7. Mastery of how to install and remove applications from a Windows computer.
8. Mastery of how to install, configure and remove printers from a Windows computer.
9. Basic understanding of network connectivity such as TCP/IP, switches, routers, internet connections, DHCP and DNS.
10. Working in a fast-paced environment.
11. Ability to work in a deadline driven environment.
12. Ability to address and defuse tense customer situations.
13. Certifications such as CompTIA A+ desired.

Attributes

The successful candidate will have the follow attributes:

1. Excellent customer service skills
2. An upbeat personality
3. A desire to provide excellent service to customers

4. Ability to work in a team
5. Desire to grow professionally
6. Strong work ethic
7. Reliable

Compensation

\$20 per hour. Salary. Full Time 40 hours per week. Monday through Friday 8:00 am until 5:00 pm. Paid vacation and sick time. Paid health care. 401K benefit plan.

Growth Track

The Network Engineer Tier 1 position is the stepping stone to the Network Engineer Tier 2 position.

About Succurri

Succurri is a growing technology solutions provider servicing the western United States. Succurri has offices in Everett WA and Kalispell MT. Succurri specializes in IT support to small and medium sized businesses. Employees at Succurri have the opportunity to work in a stimulating fast-paced environment. At Succurri our customers are our highest priority. Employees have the opportunity to engage many different customers and develop lasting customer relationships.

Location

Everett WA or Kalispell MT. Remote work options available upon a case-by-case basis.

Send questions and or resumes to jobs@succurri.com.