

Tier 2/Tier 3 – Support Technician / Systems Engineer

ASG is seeking a systems engineer to provide Tier 2 / Tier 3 support services to our Tier 1 technicians and our growing list of small to mid-sized business clients.

Job Type:

Full-time (Downtown Asheville)

Primary duties include:

- Addressing and responding to customer inquiries on products and services, including installation, operational functions, troubleshooting, and maintenance.
- Providing basic technical support and assistance to customers via e-mail, phone, virtual meeting, or chat.
- Document support interactions, including details of inquiries, complaints, comments, and actions taken.
- Provides customers with preventive maintenance and configuration recommendations.
- In addition - Tier 1 possesses a basic understanding of the organization's products and services. Escalates more complex inquiries to a higher level support team.
- Tier 1 works under the close direction of senior personnel in the functional area. Possesses a moderate understanding of general aspects of the job.

Some support requests will require local travel. There will also be occasional after-hours and weekend duties.

Responsibilities and Duties

As a Tier 1 technician, you will be handling inbound support calls, providing mobile/desktop support, configuring desktop workstations, working with clients to resolve IT support issues. The position requires on premise and remote support.

Experience

Experience in managed services environments is required. The following is a list of requirements. Candidates must have 3+ years of experience in IT. Preference will be given to candidates who have specific MSP/IT Support experience.

- Microsoft Desktop and Server Products
- Remote Support Tools (Teams, RDP, Slack, Screen Connect, etc)
- Malware / virus clean-up
- Monitoring and Ticketing Software knowledge
- Hardware and software troubleshooting, installation, and repair
- Microsoft Office 365
- Google Workspace
- General knowledge of VOIP Technology
- Domain Setup and Maintenance
- Active Directory
- General knowledge of Microsoft SQL
- DNS
- E-mail client configuration (Outlook, mobile devices)
- Networking (basic knowledge of switches, firewalls, VPN clients, wireless networking)
- CompTIA and/or Microsoft certification is preferred but *not required*.
- ConnectWise certification/experience is preferred but *not required*.
- SonicWall certification/experience is preferred but *not required*
- Cisco certification/experience is preferred but *not required*

Candidates MUST have the following professional and personal traits:

- Install, Configure, and Upgrade Computer Networks, Hardware, Peripherals and Software
- Diagnose, Repair, and Maintain Computer Networks, Hardware, Peripherals and Software
- Communicate with Tier 1 Techs and Customers to assist in resolving IT needs
- Maintain and assist in developing best practices. Including Standards, Documentation, and Policies to better support our clients and team.
- Reliable transportation to travel within the Asheville Metro area

To apply, send your cover letter + resume to jobs@wncit.com

- Resume must include relevant work history or education
- If you are a hobbyist looking to get into the field, please detail out personal projects or experience.

Basic Rules and Requirements

- Read the posting
- Email any questions to jobs@wncit.com

No phone calls or recruiters

All candidates must have legal authorization to permanently live and work in the United States without visa or employer sponsorship.