INVISION TECHNOLOGIES

EMPOWERING COMMUNITIES THROUGH TECHNOLOGY

IT Support Professional

Job Description

Department: Operations

Reports to: Vice President

Job Status: Full time

Location: Albany, Ga

Position Summary

Invision Technologies, LLC is looking for additional IT Support Professionals to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to resolve client IT issues. The IT Support Professionals are responsible for the delivery of reactive technical support, as well as emergency and scheduled onsite requests. Qualified candidates must have the ability to communicate to clients and co-workers at both technical and non-technical levels. Ideal candidates are self-directed, innovative, organized, flexible and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain customer relationships is a key function of this role. This candidate must also be able to exhibit a sense of urgency in providing exceptional quality service to clients and setting and managing expectations.

This is a full-time position based in Albany, Ga.

Responsibilities & Duties

- Serve as front line IT support for all aspects of our client's IT environments, including, but not limited to, hardware, software, networking, printing, Microsoft, and basic server support
- Provide both in-person and remote support to clients and serve as the first point of escalation for issue reporting
- Offer our clients a true "white-glove" support experience and exceed their expectations
- Install and configure hardware and software components to ensure usability and optimal performance
- Work with counterpart technicians and clients for developing solutions to meet client needs
- Create and maintain thorough documentation and configurations within company tools
- Identify and implement automation and continuous process improvement opportunities
- Interface with third party vendors as a liaison between client and vendor
- Participate in a 24x7 on-call rotation and after-hour upgrades to support our managed services clients
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Demonstrate excellence in customer service
- Ability to identify simple to complex problems and analyze them for triage or solution
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Advanced knowledge of computer systems, including hardware, software, OS, and peripherals
- Working knowledge of networking fundamentals and hardware
- Knowledge of cyber security fundamentals
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication are vital

Required Qualifications

- High school diploma or equivalent required
- 1 year computer and/or network support experience
- Exceptional written and verbal communication skills
- Ability and desire to learn and adapt quickly
- Exceptional customer service skills
- Attention to detail

Preferred Qualifications

- Advanced level degree or certifications desired
- Preferred certifications: Comptia A+, Network+, Security+, any Microsoft
- Managed Service Provider experience
- Use of PSA/Ticketing system experience
- Experience as a tier 1-2 IT Support Specialist
- Working knowledge of O365, Azure, Sharepoint

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Career path after 6months to outline future career growth
- Eighteen days of paid time off annually
- Salary commensurate with experience, range of $35,000 - $60,000

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.