



Making technology work for *your* business.

### **Support Specialist (IT Support)**

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.

#### **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. Must reside in San Diego County.

#### **Qualifications & Skills**

- Must possess a minimum of two years of customer service experience
- Two years' experience administering business networks
- Strong Windows 7/8/10 desktop support
- Advanced knowledge of spyware/virus detection and removal techniques
- Microsoft Office Application skills
- Experience with TCP/IP, DNS, DHCP
- Experience configuring and supporting Windows 2008, 2012 or 2016 Server
- Experience supporting Microsoft Exchange Online and/or Google Apps
- Experience using Active Directory
- Firewall configuration and deployment experience
- Microsoft Certified Professional (MCP) with desktop/server exams highly desired
- Commitment to obtaining MCP certification within 1 year
- Cisco CCNA a plus

- A valid driver's license
- Reliable transportation

Additional Responsibilities:

- Perform root-cause analysis and resolution
- Know when to escalate problems that require additional support
- Service Ticket documentation
- Time entry and management skills
- Research knowledge base articles for technical solutions and configurations

Physical Requirements

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.

Job Classifications

Job Type: Regular, Full-Time

Department: Technical

Reports To: Support Supervisor

Compensation: Depending upon experience

FLSA Status: Non- exempt

Location: San Diego Regional Office

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