



Making technology work for *your* business.

## **IT Project Specialist**

### **Job Summary**

Working directly under the Projects Team Manager, and alongside a team of other IT engineers administrators, specialists and technicians, this Project Specialist will provide a vital role in rolling out and implementing new project deployments for our clients. You will be implementing new technology systems – Computers, smart phones, tablets, servers, switches, firewalls, access points, applications, cloud deployments, etc. - both from our San Diego and North County offices, as well as at the client's location. The position will be primarily based at the San Diego Regional office with occasional work at SpotLink's North County office.

### **Qualifications & Skills**

- Must possess a minimum of three years of customer service experience
- Three years' experience administering business networks
- Advanced troubleshooting experience (networking, desktop, server/OS, & virtualization)
- Experience with TCP/IP, DNS, DHCP
- Experience configuring and supporting Windows 2012R2, 2016, 2019 or 2022 Server
- Expert level in supporting in Exchange/365, Active Directory, and/or Google Apps
- Microsoft Office Application skills
- Firewall configuration and deployment experience
- Experience with switching VLANs and trunking
- High attention to detail and excellent oral and written communication
- Demonstrate integrity and ability to maintain client confidentiality
- Ability to work on multiple assignments with minimal supervision

### **Additional Responsibilities:**

- Project status recording and documentation
- Time entry and time management skills
- Escalate issues that require additional skills
- Adhering to team performance goals
- Research as needed for technical solutions and configurations

### Other Requirements – Physical Demands & Certifications:

- 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.
- Must have valid driver's license and reliable transportation for occasional work offsite.
- Microsoft Certified Professional (MCP) with desktop/server exams highly desired or commitment to obtaining Microsoft certification within 6 months
- Cisco CCNA a plus
- Background and Reference Checks are mandatory part of the recruitment and hiring process

### Job Classifications

Reports To: Project Team Manager

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

### About SpotLink

SpotLink is a premier, high-skill, high-capabilities, San Diego based technology solutions provider. We specialize in Managed IT Services, Managed Security 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.

SpotLink offers multi-featured benefits that include competitive and attractive compensation, holidays, paid-time off (PTO), medical, dental, vision, matching 401k and more. You will receive ongoing training and plenty of opportunities for advancement. You'll also enjoy a fun, friendly atmosphere with weekly company lunches, snacks and beverages.