



Making technology work for *your* business.

## **IT Support Specialist**

### **Job Summary**

Working directly under the Support Manager, 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. The position is primarily based out of our San Diego Regional office.

### **Qualifications & Skills**

- Must possess a minimum of three years of customer service experience
- Three years' experience administering business networks
- Advanced experience in supporting Windows 10 and 11, printers, email.
- Experience in corporate network troubleshooting (networking, desktop, server/OS, & virtualization)
- Experience with TCP/IP, DNS, DHCP
- Experience configuring and supporting Windows 2016, 2019 or 2022 Server
- Experience in supporting in Microsoft 365, Active Directory, and/or Google Workspace
- Microsoft Office Application skills
- Firewall configuration and deployment experience
- 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:**

- Perform root-cause analysis and resolution
- Ticketing and service documentation; time entry and management skills
- Prioritizing multiple responsibilities in a fast-paced environment
- Resolve and escalate issues that require additional support
- Adhering to client SLA's (service level agreements) and team performance goals
- Research knowledge base articles 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: Support Supervisor

Compensation: \$63,603 to \$84,079, depending on experience

FLSA Status: Non- exempt

Location: San Diego Regional Office

Hours: Monday- Friday business hours; 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, 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.

SpotLink offers multi-featured benefits that include competitive and attractive compensation, paid technical training/certification, holidays, paid-time off (PTO), medical, dental, vision, matching Simple-IRA, 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.

Please email your resume with cover letter to [careers@spotlink.com](mailto:careers@spotlink.com).