

Senior Service Desk Consultant

3t Systems is a co-sourcing managed services firm that helps organizations realize their full business potential. We give our clients the freedom to focus on their business by removing the pressures related managing and maintaining IT. Our team of accredited consultants and data center professionals has more than 300 combined years of field-deployment expertise in collaboration, managed services and virtualization technologies. It is this level of expertise that enables 3t to consistently deliver solutions that streamline communications, boost productivity and maximize investments.

We are currently seeking a Sr. Service Desk Consultant. A Sr. Service Desk Consultant provides telephonic and remote support to all 3t Systems clients and is responsible for overall problem resolution and client satisfaction. The Sr. Consultant provides troubleshooting assistance and guidance to other Service Desk Consultants and acts as an escalation point for Client issues.

They provide troubleshooting, support, and maintenance services for a variety of projects and technologies including Microsoft, Cisco, Citrix and 3rd party applications. Support is provided for both customer premise environments and datacenter environments. Responds to telephone calls, emails, documents, tracks and monitors issues to ensure timely resolution. Provides on-site support for external clients when necessary.

Qualifications:

- 3-5 years' experience supporting and troubleshooting one or more of the following;
 - Windows-based server environments (2003 and 2008)
 - Cisco-based network environments
 - Citrix-based server environments.
- 3-5 years' experience in two or more of the following:
 - Hardware maintenance/installation
 - Software installation (hotfixes, service packs, server builds, etc.)
 - Windows infrastructure maintenance
 - Network infrastructure maintenance
- Demonstrate a strong, working knowledge and administration of Microsoft-based networks (Windows 2000/2003/2008 Active Directory, Exchange, Security Policy Management, and Group Policy Management)
- Working knowledge of hardware components, server builds, etc.
- Working knowledge of VMware is a plus
- Software: MS-Project, MS-Visio, Office Suite
- Excellent presentation and communication skills
- Tremendous energy and enthusiasm for delivering services
- Ability to quickly learn new technologies and customer needs
- Must be willing to travel locally
- Certifications: MCSA, CCNA or CCA

Interested candidates, please send resume and cover letter to resumes@3tsystems.com.