

Technical Support Center Consultant

3t Systems is a leading business and IT consulting firm that provides deep, dynamic, on-demand, strategic consulting that unifies people and process, and optimizes systems across organizations. We design solutions in concert with our clients' business goals and objectives to drive innovation-improving bottom lines, creating competitive advantage, and positioning for growth. We are an APC Elite Data Center, and Microsoft Gold, Cisco Premier, and Citrix Platinum partner. We pride ourselves on providing unsurpassed service for our clients and a rewarding work environment for our employees.

A Technical Support Center Consultant provides technical implementation assistance, troubleshooting and support of Microsoft, Cisco, Citrix, and other related technologies. Support datacenter environments (servers, communications, applications etc.) Responds to telephone calls, and emails to provide professional services to our customers and partners. A TSC Consultant provides troubleshooting, support, and maintenance services for a variety of projects and customers. Documents, tracks and monitors issues to ensure timely resolution. Provides on-site support for external clients when necessary.

Minimum Qualifications:

- 3 years experience supporting and troubleshooting Windows-based server environments
- Experience supporting Cisco-based network environments a plus
- 3 years experience supporting Citrix-based server environments.
- 1 year experience (cumulative) in two or more of the following:
 - Hardware maintenance/installation
 - Software installation (hotfixes, service packs, server builds, etc.)
 - Windows infrastructure maintenance
 - Network infrastructure maintenance
 - Working knowledge of Microsoft-based networks
 - Working knowledge of hardware components, server builds, etc.
 - Application Software: MS-Project, MS-Visio, Office Suite
 - Administration experience with Windows 2000/2003/2008 Active Directory, Security Policy Management, and Group Policy Management
- Excellent presentation and communication skills
- Tremendous energy and enthusiasm for delivering services
- Ability to quickly learn new technologies and customer needs
- Demonstrated understanding of technical concepts and vocabulary
- Must be willing to travel locally

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