



## **IT Support Engineer / Systems Analyst**

### **ABOUT US -**

Business Computer Technicians Corp. (BCT) specializes in computer and network solutions for small and medium sized businesses. We pride ourselves in providing our clients with exceptional IT support by staying PROACTIVE with on-site and managed services. If you have the qualifications below, excellent communication skills, able to multitask and are looking for a challenge, then we want to hear from you.

### **RESPONSIBILITIES -**

- Supporting client end users via telephone, email, chat, and in person
- Support and troubleshoot Tier 1 / Tier 2 issues for Windows desktops and servers, Linux, Mac OSX, tablets and smartphones
- Setup, configure and support LAN networks: Routers – Firewalls – Switches – Wi-Fi Access Points
- Working with Microsoft Office 365 and performing Office 365 migrations
- Manage client monitoring software for health checks, hardware failures, etc
- Maintain accurate documentation for all steps and activities taken to resolve issues
- Utilize remote monitoring and management tools to ensure system performance and uptime
- Continually learn new technologies and concepts relating to the industry

### **REQUIREMENTS -**

- Experience in troubleshooting Windows based machines
- Knowledge in supporting Microsoft Windows 2003/2008/2012 Servers
- Understanding of networking and routing concepts and technologies
- Firewall design and management knowledge
- Experience with Microsoft Office 365
- Understanding of common protocols: DNS, DHCP, FTP, HTTP, HTTPS, etc.
- Strong communication, documentation, organization and troubleshooting skills
- Experience in customer service
- Ability to work independently or as part of a team
- Ability to work in fast paced environment and handle stress
- Valid WA state driver's license
- Pass a background check and a drug test
- This is a full-time position so you must be available for an 8hr morning or evening work shift

To apply email resume to: [jobs@businesscomputertechnicians.com](mailto:jobs@businesscomputertechnicians.com)