Job Description - IT Consultant

Provides support as the initial point of contact for the local business unit with restoration of service for multilevel production incidents and/or upgrades. Duties required, but not limited to, will consist of onsite consulting with business entities along with on-premise support.

Knowledge

- Provides support to the business for PC/LAN, Scanners, Printers, Servers, Firewalls, Routers, Switches, VMware, Windows operating systems and other related hardware/software.
- Monitor network performance (availability, utilization, throughput, and latency.)
- Ensure network security and connectivity by testing for network weaknesses, creating follow up plan of correction and implementing necessary changes.
- Install, configure, test, and/or modify varied network technologies.
- Responsible for ensuring the timely resolution of escalated network, server incidents reported by the staff.
- Document, track, monitor, and communicate network incidents in accordance with IT Policies & Procedures.
- Knowledge configuring switches, routers, firewalls, and access points.
- Experience in upgrading equipment in a production environment.
- Experience with networking concepts: IPv4, Switching/Layer 2, Layer 3, and Wireless LAN technologies, and VLANs.
- Experience in reviewing firewall configuration, identifying security risks. Work with and support several key IT networking systems including VMware, Dell EMC, Cisco, HP, Fortigate, SQL Server, Veeam, VPN technologies, Exchange (O365) etc.
- Interacts with business customers and reacts accordingly to changing environments along with providing on-call coverage when needed.
- Works independently taking corrective actions and/or escalates incidents appropriately to achieve timely recovery with minimal impact to customer.
- Must be able to multitask in a fast-paced, team based, customer service-oriented environment. Demonstrates strong written, verbal and partnering skills.

Job Type: Full-time
Education: Associate Degree in related field

Please send your resume to:
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