

Part-Time Onsite Support Engineer in Dallas

ABOUT LANGTECH

Headquartered San Francisco, our 25+ years of systems experience and e-business expertise puts us ahead of the crowd as a fully integrated solutions partner. Specializing in managed services, cloud computing, virtualization, complex projects, as well as remote and on-site support, Langtech offers diverse and engaging opportunities to the right candidate. Join the Langtech team and share your experience and creativity to help our clients leverage the latest technology to build and improve their businesses.

ABOUT THE ROLE

This is a part-time contractor position to provide onsite user support for our clients in Dallas area.

WHAT YOU'LL DO

- Troubleshoot and remediate end users technical issues
- Manage client's computer networks and systems
- Under the direction of the San Francisco Langtech team, implement on-premise, hosted, and cloud solutions, WAN and LAN connectivity, routers, firewalls, and security equipment

REQUIRED QUALIFICATIONS:

- Minimum of 3 years of experience in business IT support
- Expertise in Microsoft server and desktop operating systems including: Windows Server 2008/2012/2016, Windows 7/10
- Working knowledge of Exchange/Outlook/Office365 e-mail
- Experience with Microsoft Office and Office 365
- Working knowledge of AntiVirus and AntiSpam solutions
- Strong understanding of network protocols and routing
- Strong understanding of DNS, DHCP and Active Directory
- Working knowledge of firewall and VPN technology
- Working knowledge of business backup and disaster recovery solutions
- Excellent written and oral communication skills
- Ability to project a professional, friendly image over the phone and in person
- Ability to analyze and solve problems quickly and completely

PREFERRED SKILLS:

- Current Microsoft Certification: MCITP, MCSE, MCSA or similar
- Advanced Knowledge of Microsoft Sever Products (Exchange, SQL, SharePoint)
- Advanced knowledge of Virtualization technologies (VMware, Hyper-V, etc.)
- Advanced knowledge of advanced storage technologies (SAN, etc.)
- Bachelor's degree in Computer Science, or related technical field