

ESM is looking to hire a full-time IT Systems Support Technician. The work location will be primarily in Guantanamo Bay, Cuba.

This position requires an active Secret clearance and Security+ CE certification.

Front line to take incoming customer support calls and gather information using probing questions

Exercise sound professional judgment in analysis of problem in order to: (1) attempt hardware/software solution by phone, or (2) decide proper level of support required to solve problem

Work directly with customers to provide services and help resolve computing problems such as remote access or basic Microsoft Office issues

Install software on client computers

Create/Remove user accounts

Reset passwords

Setup and configure laptop/desktop computers; map drives

Monitor and troubleshoot automated system backups

Provide frequent statuses to customers while support tickets are in progress

Develop best practices to address high-trend support issues

Desired Skills and Experience:

1-3 years' experience in Technical Support or equivalent experience. Should have minimum IAT Level I certification (A+ CE, Network+ CE, SSCP, CCNA) or higher are plusses.

Specific skills:

Hardware/ Software installation

Testing, maintenance, repair and networking of computers and peripherals

Administration of Windows domain and accounts

Administration and troubleshooting of Windows software

General understanding of Microsoft Active Directory and Exchange

Advanced Windows Workstation Deployment and Administration

Network troubleshooting and management

General technical support and Help Desk duties

Facility with communicating technical topics via verbal, conversational and written media to various audiences

Strong customer service orientation and ability to interact well with diverse end-users and technical staff are required

Candidate must be detail-oriented and able to independently and successfully troubleshoot and resolve technology problems.

Compensation includes salary and excellent benefits package. If you, or someone you know may have interest in learning more about this opportunity, please email a current resume with availability and compensation for consideration.

ESM provides equal employment opportunity to all individuals regardless of race, color, creed, religion, gender, age, sexual orientation, national origin or ancestry, disability, genetic

information, veteran status, gender identification or any other characteristic protected by state, federal or local law.