# Job Description

**POSITION TO BE FILLED:**      IT Technician, Level II

**SALARY & BENEFITS**:      Salary (45K - 55K)

SeniorTech, Inc. (dba Zanacore Technologies) is a growing IT service company with its headquarters in Lilburn, GA.  We serve small to midsize companies in the greater Atlanta area, providing IT services including network management, troubleshooting, security services, and VoIP telephony.   We provide paid vacation, holidays, medical and dental benefits for all employees.  Zanacore is a drug-free work place and requires a background check for all employees prior to hire.

## POSITION OVERVIEW:

This an intermediate level position with opportunity for advancement as our company grows.  The primary focus of this position will be support for troubleshooting network equipment, servers, and end user workstations and applications for our customers.

Primary Responsibilities Include:

- Provide remote support and troubleshooting for customers from the Zanacore support desk at our main office.  This work is primarily done via telephone and remote connection via the Internet.
- Provide on-site support and troubleshooting at customer sites, when requested.  Employee will be required to use a personal vehicle for travel but will be reimbursed mileage.
- Track all support activities and time accurately with our support ticketing system.
- May be required to handle some incoming telephone support requests from customers.
- Zanacore techs are responsible for fostering and maintaining a high degree of customer satisfaction with our clients.

## SKILLS & EXPERIENCE REQUIRED:

- Strong server skills with Server 2003, Server 2008, Active Directory & Windows domain controllers.
- Experience supporting Local Area Networks with basic knowledge of routing, switches, DHCP, and DNS services.  (Experience supporting Wide Area Networks is a plus)
- Strong desktop PC support and diagnostic skills (Windows XP, Vista / Windows 7)
- Some experience with MS Exchange is required.  (Small Business Server is a plus.)
- Experience with Hyper-V virtualization is a plus but not required.
- Excellent problem solving and troubleshooting skills are required.
- Excellent customer service skills and well-developed verbal and written communication skills.
- Ability to organize and carry out responsibilities with minimal supervision.

## CERTIFICATIONS & LICENSE REQUIREMENTS:

- Valid Driver's License in Good Standing
- At least one Microsoft MCP Certification in any current MS Technology.
- College Degree  - Bachelor Level Preferred

## ENVIRONMENT:

- General work hours are between 8:00 AM and 5:30 PM, Monday – Friday, but may vary at times to accommodate customer needs.
- Periodic on-call after-hours support assignments.  Carry a shared pager on a rotating basis.
- Must maintain a neat, well-groomed appearance
- Must maintain auto liability insurance on personal vehicle with SeniorTech as an additional named insured.

## INSTRUCTIONS  FOR  APPLYING  for  POSITION:

Do not contact us directly to apply for this position.  Please go to our website and browse to the careers page and follow the instructions on "How to Apply".

http://www.zanacore.com/about-us/careers/