IT SERVICES SPECIALIST

Who We Are: TriCore Logic specializes in IT management for small and medium size businesses located in and around the northeast Indiana area. We offer flat monthly-rate service that not only takes care of your daily technology needs but also handles those technical emergencies.

Who We Are Looking For: We're looking for a responsible, highly motivated IT Services Specialist to join our managed services team. The candidate will have a personal touch when it comes to customer service and is self-driven with a background in Technology Support. TriCore is more than a business, we are a tight-knit unit that work hard to make sure our customers are always taken care of. Our success is dependent upon the success of our clients and we are looking for a dependable candidate to join the ranks. This position will be for full-time on a contract to hire basis.

Key Responsibilities:

Create and maintain comprehensive documentation as it relates to server and network topology, equipment, and configuration(s).

Create project plans, design, and implement solutions.

Level 2 and Level 3 support for problems identified with systems and network, acting as an escalation for Level 1 and Level 2 managed services support technicians.

Create, request, and present technical specifications and requirements for purchasing of new servers and networking equipment via quote procedure.

Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed.

Standard system administration duties including server install, system / application install and patch management, Windows problem determination and resolution, log analysis.

Configure, test, and maintain LAN equipment including switches, routers, firewalls, and VPN.

Identify, diagnose, and resolve network problems including network connectivity and traffic utilization using available network tools in a timely fashion.

Provide Infrastructure services in all areas needed including storage networking, operating system, network security, directory services, server virtualization using system backup and restore, system and network monitoring, and application installation and configuration.

Assist with monthly reports and recommendations for managed services clients.

Interface with third party vendors as liaison between client and vendor.

Stay current with system information, changes, and updates.

Qualifications: 2 year - 4 year degree / experience in Information Technology desired, not required.

Accountabilities: Apply creativity and initiative to resolve challenges and improve effectiveness and efficiency. Ensure materials and work products for internal and external audiences, as well as interactions with internal and external stakeholders, reflect the TriCore Logics' values of exceeding expectations.

Demonstrate sound time management skills by effectively and efficiently organizing, prioritizing and completing multiple assignments in a timely manner.

Proactively approach work with customer service mentality.

Preserve strict confidentiality when handling sensitive information.

Benefits: We offer full health coverage, 401K, and PTO. We also offer compensation for home internet and cell phone.

Please submit your cover letter and resume to info@tricorelogic.com