
Network / Systems Technician Location: Barboursville, WV # of openings: 2

Description**Company Overview**

Second Creek Technologies has one, simple mission: to provide the highest quality IT, computer forensic and MSP services at competitive rates with unbeatable customer service. Our staff consists of diverse and talented individuals with solid credentials including decades of combined experience in all areas of information technology. Members of our staff have taught information technology, web design and computer forensics at the university level, and our customers include a wide variety of small and medium businesses.

Position Overview

The Network / Systems Technician works hand-in-hand with the client as well as the Second Creek team to implement, maintain and support service solutions within a region and/or market. The person in this role will have an opportunity to leverage their technical expertise in order to support new and existing clients. The primary role of the network/system technician is to provide tier 2 technical support to end-user clients as well as tier-1 technicians and support staff, with a secondary role to identify and help close infrastructure sales opportunities (servers, networking, storage, virtualization, cloud services etc.) in conjunction with the account executive team. The individual will have a strong primary skill set in one or several of the following areas: storage, networking (UCS, routing, switching), virtualization (vSphere or Hyper V), Microsoft, LINUX/UNIX, server hardware, security and a broad general skill set in related technologies.

Key Responsibilities

- Support the assigned regional customers
- Increase infrastructure product sales and the number of service engagements through quality solutions and superior customer centric support
- Help maintain high billable utilization
- Maintain and secure certifications in focus areas with each manufacturer (renew appropriately)
- Maintain 100% of customers profile in corporate CRM and NMS
- Develop relationships with manufacturing partner staff to leverage their resources as necessary
- Focus on exceptional support for assigned client base with specific emphasis on our client's network and server infrastructure

We are seeking candidates with the following:

- Bachelor's degree in Computer Science or related discipline; equivalent years of experience is acceptable
- At least 5 years of experience in an IT related field
- Technical experience in Network Infrastructure, Virtualization, Security, Storage and Wireless
- In depth working knowledge of Cisco, Microsoft, HP and Dell network solutions
- Experience with Virtualization Technology and Enterprise Storage
- Ability to communicate effectively with clients, colleagues and management.
- Professional, business-focused attitude and courteous manner towards clients, partners, and peers
- Technical Certification from Dell, Cisco, HP, Citrix, IBM, VMWare, Microsoft
- Ability to travel in territory and reliable transportation is required.

We offer comprehensive dental and vision plans, paid time off, product discounts and company vehicle.

Second Creek Technologies LLC. Solutions that reel in results.