

SUPPORT EXPERT

Job Description:

Our next team member will improve our business partner's experience when dealing with technology. The technical focus will be on day-to-day support and maintenance for our business partner's computer, server, and network environments.

Roles and Responsibilities:

- Deliver a genuine Human Experience
- Bring energy and excitement to the VitalTech team as well as our business partners.
- Track and manage client's technical issues through the VitalTech Helpdesk.
- Provide on-call support during business and non-business hours both remotely and on site (travel in and around the Chicago area is required).
- Perform installations and upgrades on computers and some network equipment for existing and new client projects.
- Maintain and performance tune client computers through routine maintenance during business hours and during non-business hours.
- Monitor and document the performance of client computers.
- Work with the Senior Support Experts for technical issues that require escalation.
- Works with the Senior Support Experts to develop tasks for client projects.
- Work with the Senior Support Experts to document and make recommendations for client computers.
- Update technical knowledge by participating in paid and non-paid vendor educational webinars and seminars, reading professional publications, and obtaining relevant certifications.
- Adhere to the client non-disclosure agreement.
- Adhere to the VitalTech culture that is dedicated to providing great customer service and is outlined in our Consultant Guidelines document.

Technical Skills and Qualifications:

A Support Expert should be proficient with the following technologies:

- Network firewalls, routers, and switches
 - DSL/Cable internet connectivity.
 - Basic understanding of network subnetting, static and dynamic IP address assignments.
 - Basic network (cabled and wireless) connectivity troubleshooting (i.e. ping tests and IP address conflicts).
- Windows XP, Vista, and 7 configuration
 - Adding the computer to a Windows domain, creating user profiles, adding network printers, all control panel items, configuring VPN, and mapping shared network folders.
- Windows Server 2003, 2008, and 2008 R2 configuration
 - Experience with creating user accounts and groups in Active Directory and applying permissions to shared folders and printers.

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Technical Skills and Qualifications (continued):

- Microsoft Exchange, other messaging, and spam solution configuration
 - Setting up and adding user mailboxes and e-mail distribution lists.
 - Applying additional alias to user accounts.
 - Configuring user computers and mobile devices to connect and send/receive from the messaging solution.
 - Identifying mail flow issues due to spam filters.
- Software installation and support
 - Installation and support of commonly used applications such as Microsoft Office, AntiVirus, Adobe, third-party VPN, and database applications.

VitalTech Perquisites

VitalTech perquisites are defined as an incidental payment, benefit, privilege, or advantage over and above regular income, salary, or wage. We strive to provide a “work/life” balance and team oriented work environment. The following are standard offered perquisites:

1. Contribution to Cellular Phone Bill
2. Pre-Tax Metra Fare
3. Pre-Tax CTA Fare
4. Blue Cross Blue Shield PPO and potential contribution towards Healthcare Premiums
5. Daily Coffee, Breakfast, Lunch, and Water available in the office
6. Use of Company laptop to take home
7. Flexible scheduling as personal issues or events arise
8. High growth opportunities

Performance Measurements

Specific areas will be measured in conjunction with the standard employee review for purposes of employee performance and growth. Those areas will be documented and reviewed on a routine basis which may be different for each employee.

Contact Information

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