![INVARIO Network Engineers]

IT Support Technician (Tier I)

Are you technically curious and looking to grow your skills in a fast-paced entrepreneurial environment? Invario Network Engineers has an immediate opening for a technical support specialist to provide Tier 1 IT support to our small and medium sized business customers. We are looking for a self-driven individual who is detail oriented, with excellent customer service and problem-solving skills.

The Role:
Assists a wide variety of SMB customers with computer issues via phone and field support. Includes installing, upgrading and maintaining computer hardware, software, printers, mobile devices and peripherals. Manages support tickets into the automated trouble ticketing system. Escalates issues to Tier 2 for resolution when necessary.

- Answer incoming customer support calls and gather information using probing questions

- Manage support tickets using our Autotask support ticket management system; reassign tickets as appropriate

- 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

- Maintain customer software/hardware inventory in Autotask

- Provide frequent statuses to customers while support tickets are in progress

- Occasional travel to customer sites in the Washington, DC metro area

- Develop best practices to address high-trend support issues

Desired Skills and Experience:

- Bachelor's' Degree and 1-3 years' experience in Technical Support; or equivalent experience.
- Level I certification (A+ CE, Network+ CE, Security+, SSCP, CCNA) or higher. *Please do not contact us unless you have passed at least one IT industry exam.*

Specific skills:

- Excellent technology troubleshooting and problem-solving abilities

- Working knowledge of internet security and data privacy best practices
- Experience with Hardware/ Software installation
- Testing, maintenance, repair and networking of computers and peripherals
- Administration of Windows domain and accounts; general understanding of Microsoft Active Directory and Exchange
- Administration and troubleshooting of Windows software
- General understanding of network troubleshooting and management
- Excellent verbal and written communication skills with an emphasis on NonTechnical end users
- Strong customer service orientation and ability to interact well with diverse customers and partners
- Candidate must be detail-oriented and able to independently troubleshoot and resolve technology problems

About Invario

Invario Network Engineers is a Washington, DC Metro based computer engineering and consulting company with more than 30 years of business experience. We service exclusively private sector business, typically with 10 to 75 employees. We pride ourselves on helping our customers grow their businesses by solving technical issues and providing reliable and secure IT support.

Invario provides a thriving, small business atmosphere with a wide range for experience in different environments, systems and industries. Working with us offers a great deal of autonomy and flexibility in a business casual environment.