

## MSP On-Site IT Support Technician – Jacksonville NC

Looking to join an ***incredible team*** of IT technicians in Eastern North Carolina that truly care about their customers' experience? Want to know what it is like to work with some of the world's leading IT Support tools? Maybe you are tired of doing the same thing every day, just punching your time, or are a cog in the corporate wheel, where your voice isn't heard – come work for Computer Warriors IT Support, and see the difference!

Every day is a new challenge. We support many clients on contract or break-fix basis, and the technology they employ varies company to company. Sure we have standardized processes, but if you like a challenge, and the ability to learn new technologies quickly, this is the job for you.

We encourage our team members to learn and grow. The more you learn, the more you earn, and we promote learning and growth by offering company paid training and certification testing.

We offer competitive pay, excellent benefits (Health, Dental, Vision, 401k, Life Insurance, Long-term disability), a company paid cell phone (most employees can cancel their personal plan and forward their number), and you will have a dedicated service vehicle fully outfitted to help you get the job done right the first time.

**If this sounds like a career that interests you, then give us a call at the number below to apply. We would love to hear from you and have you on our team.**

If you are ambitious and really want to earn more, we have an aggressive bonus and incentive structure in place. We are looking for a technician who is HUNGRY and wants to grow, challenge themselves, and earn more. There is a potential for \$10 to \$20k in annual incentives, bonuses, and commissions. What you earn above and beyond your base salary is up to you and the team around you (some bonuses are group goals, others are individuals incentives). We have a profit sharing program in place where 10% of company profits monthly are paid out in bonuses.

You can expect 17 paid days off annually (10 vacation / personal days, 7 paid holidays). After 5 years working with Computer Warriors, you get 15 vacation days annually. We have a rotating on call schedule which you will get paid overtime for if calls come in that need to be addressed.

### **Application Instructions:**

To apply for this position, [call 9192496590](#) and dial 101 after the greeting. You will be prompted to answer 4 questions in a voicemail message.

### **Salary:**

Salary for this position varies between \$35,000 and \$65,000. This will depend upon experience level and skillset, among other factors. We offer profit sharing after 90 days as well as commissions on sales. Some of our stronger technicians in sales make over \$1,250 on average in commissions each month!!!

### **Job Duties:**

- Drive on-site to resolve issues with client's computers, networks, servers, internet connections, and anything else they need. Working efficiently and communicating effectively with clients in a courteous manner is a must.
- Assist with the installation team on server / network / computer deployments, or any other project that comes up in the service area.
- Sell additional services / hardware when appropriate to help resolve client issues and meet their needs. We offer contract services, such as Anti-virus, backups (we are a MSP), and carry inventory in-stock on our vehicles for commonly replaceable and upgradeable parts and network hardware.
- Assist our clients in a remote capacity when not on-site, helping monitor the support queue and address issues that can be handled remotely.
- Support contracts remotely when not busy on-site (backup failures, anti-virus alerts, etc.)
- Answer client phone calls when not on-site, dispatch work, update tickets, etc.

### **Requirements:**

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- **Excellent Customer Service Skills – Although this is a business based in technology, the relationships with clients come first!!!**
- 3 years minimum in an IT support role, preferably from a MSP
- Considerable experience in computer networking technologies and support. Net+, CCNA preferred. Knowledge in Firewalls, Layer 2 switches, Wireless technologies
- Experience with Windows Servers, active directory, group policy
- Experience and knowledge in computer support / repair, such as hard drive replacement, operating system installation, driver installation, virus removal practices
- Self-driven and ability to work both independently, in a team environment, and act confidently in front of clients even when faced with difficult challenges.