



Arcomm Communications Corporation
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Information Technology Technician-II

Does your high level of interpersonal skills coupled with your inordinate competency in information technology render you a personable geek? Are your customer-facing skills honed so well that you can convey complex technical information in a manner that non-technical individuals will understand? Do you keep your eye on the ever-changing IT technology landscape following QoS as it pertains to telephony, or computer or cloud-computing services? If so, read on!

Arcomm is seeking an experienced IT Tech with the ability to work independently under given direction providing telephone, in-person, remote, and online support to end-users. This full-time opportunity requires approximately 50% of on-site, in-the-field time, primarily in New Hampshire and Vermont. Executing a service order-oriented work model and creating and maintaining appropriate documentation are essential components of a successful Arcomm IT Tech's day-to-day processes.

Demonstrated knowledge includes:

- ✓ Identification of hardware/software needed to satisfy user requirements
- ✓ Installation, configuring, and maintenance of hardware peripheral components on user premises
- ✓ Loading appropriate software packages such as operating systems, monitoring agents, and office applications
- ✓ Assistance in the customization and adaptation of existing programs to meet user requirements
- ✓ Coordination of activities within the customer or Arcomm departments
- ✓ Resolution of mid-level hardware or software issues followed by escalating advanced issues
- ✓ Connecting users to networks and providing initial training in facilities and applications
- ✓ Installation, configuring and maintaining networking equipment such as firewalls, routers, switches and wireless equipment
- ✓ Ability to draft written instructions/direction for use by customers or other employees
- ✓ Networking including QoS, VPN, VLANs, etc.

Physical Demands

While performing the essential functions of the job, regularly required to practice good listening skills, communicate and exchange accurate information, identify and distinguish colors, stand, walk, bend, kneel, stoop, crouch, crawl, reach, work under desks or workstations, ascend or descend ladders, safely operate motor vehicles, lift – move – or transport up to 50-lbs to a height of up to 3' and place items into a car, vehicle, or final position in the user environment.

Required Education and Experience

- ✓ 3 – 5 years working full-time in the IT field
- ✓ Intermediate knowledge of a wide variety of networks and operating systems
- ✓ Mid-level comprehension of networking concepts (IP addressing, routing, switching, OSI, DHCP, DNS, SMTP, protocol analysis, etc.)
- ✓ Contemporary Cisco Certification

Additional Desired Skills

While not necessary, will certainly lend to additional eligibility:

- ✓ Earned or updated Microsoft, CompTIA, SonicWALL, and/or other certifications
- ✓ Digital and/or IP telephone system administration and support
- ✓ Installing and administering Window Servers
- ✓ Migration from different versions of Windows and Exchange Server
- ✓ Hosted messaging and productivity services
- ✓ Cloud-based sharing, storage and backup services
- ✓ Apple iOS/macOS configuration and administration
- ✓ Linux system configuration, administration and security
- ✓ Network security (OS hardening, security audits, penetration testing)
- ✓ Ethernet and fiberoptic cabling concepts
- ✓ Home and enterprise wireless networking concepts

Arcomm keeps people connected. We keep employees connected through the right fit.

Does this sound like you? Send your resume to hr1@arcomm1.com and let's connect!

- Principles only. Recruiters please do not contact us. Kindly do not contact us with unsolicited services or offers. Thank you.