



Arcomm Communications Corporation
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Senior Information Technology Technician

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 Senior 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
- ✓ Migration from different versions of Windows and Exchange Server
- ✓ 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
- ✓ Resolution of minor to advanced hardware or software issues inclusive of those that have been escalated for corrective action
- ✓ Monitoring Managed Service dashboard followed by corrective action
- ✓ 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

- ✓ 10 or more years working full-time in the IT field
- ✓ Installing and administering Windows Servers and Active Directory in physical and virtual environments
- ✓ Advanced knowledge of a wide variety of networks and operating systems
- ✓ Highly-developed comprehension of networking concepts (IP addressing, routing, switching, OSI, DHCP, DNS, SMTP, protocol analysis, etc.)
- ✓ Contemporary Cisco Certification

Additional Desired Skills

Additional eligibility: desired skills and experience include

- ✓ Earned or updated Microsoft, CompTIA, SonicWALL, Cisco Certification and/or other certifications
- ✓ Digital and/or IP telephone system administration and support
- ✓ Installing and administering Window Servers
- ✓ Hosted messaging and productivity services such as Microsoft Office 365 or Google Apps
- ✓ Cloud-based sharing, storage, and backup services such as SharePoint, OneDrive, Carbonite
- ✓ Database creation, administration, and management
- ✓ 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 and let's connect!

- PLEASE NOTE: Relocation assistance, and sponsorship, are not available.

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