



Level 2 Technician Needed For Immediate Hire

RedEye, Inc. is seeking an experienced support field technician for our broad client base. The candidate will be focusing on our Central Jersey and NYC clients. Duties will include onsite, remote, and phone support. Skills needed beyond the obvious technical requirements are humility, a willingness to learn, excellent people skills and the ability to work as part of a close-knit team. Must have a valid driver's license and good transportation.

You will be representing our company in the field and directly interfacing with decision makers and/or business owners. A professional attitude, confidence under pressure, and a respectful demeanor are all critically needed personality traits. You also need the ability of finding solid resolutions on your own when necessary. On an average day, you can expect to be driving to one or two client sites. Some days will be spent in the office doing remote and phone support.

If you're looking for an opportunity to grow with a growing company and really make a difference, this is it.

Experience required: 3-5 years, preferably at an MSP focused on small to medium sized businesses.

Skills and other attributes required:

- Solid organizational skills. Has an analytical mind and can work through problem troubleshooting.
- Follows direction and works within processes and procedures.
- DRAMA free. Has a positive attitude that will build up company morale, not tear down.
- Able to deal with an end user issue and move onto a server problem without getting flustered.
- In depth knowledge and troubleshooting of devices running XP, Windows 7/8/10, Mac OS X+.
- Ability to resolve end user issues dealing with networking problems, wireless, Bluetooth, MS Office, Adobe, printing, Mobile devices, etc.
- Windows Server 2008/2012/2016 setup, integration, troubleshooting.

- Good working knowledge of Active Directory. Active Directory schema updates, troubleshooting, sites, trusts.
- Exchange 2010+ setup, configuration, and troubleshooting. Working knowledge of Exchange upgrades/migrations.
- Working knowledge of DNS, DHCP, basic routing.
- Working knowledge of hardware firewalls (mainly Sonicwall and Cisco)
- Solid organizational skills. Able to deal with an end user issue and move onto a server problem without missing a beat.
- Ability to find the answers to problems you've never encountered, such as with 3rd party software (ex. QuickBooks, Peachtree)
- VMware ESXi v5+ and/or Hyper-V: host configuration, virtual switches, building guests, live migrations.
- Project management background.
- Knowledge of Microsoft SQL Server, such as understanding of backing up/restoring SQL databases.
- Experience with Office365 migration and management.

Salary based on experience.

To apply, please send your résumé, along with a cover letter detailing why you think you'd be a great fit to join our team to jobs@redeye.tech.