



Company Name: Meritel Group

Company Description: Meritel Group is a regional Information Technology implementation and support firm offering support services to Small, Medium and Corporate Enterprise. We offer server/workstation support, LAN/WAN network design & support, data integrity, security analysis, web design & hosting, project management, IT process analysis & management, helpdesk solutions, and application programming services.

Company Industry: Consulting

Job Description:

Systems Field Support Engineer – Level 1

Growing Information Technology Implementation firm seeking full-time Systems Field Support Engineer. This individual will be responsible for systems and network administration including setting up new PCs, managing Small Business Server users, computers and distribution groups, software installations, upgrades and troubleshooting, managing Microsoft Exchange Server, user support, integrating existing applications with new systems and processes as they are developed, providing input/support to internal and external clients.

Requirements:

Education/Skills/Experience Required:

Must have a thorough knowledge of current hardware and networking technologies, software applications, a basic understanding of database design and structures, and the ability to manage multiple projects and open support related issues. Must have the ability to multi-task, possess excellent written and oral communication skills, and have exceptional time management skills.

Position requires frequent interaction with corporate, operations and administrative level staff. Must be proficient in computer system diagnostics, troubleshooting, maintenance, upgrades, active directories, Microsoft operating systems and Microsoft Office.

Working knowledge and ability to diagnose TCP/IP, DHCP, WINS and DNS issues. Proven ability to analyze situations before taking action that might adversely affect network operation. Minimum 2 years experience in comparable position required.

Education/Skills/Experience Preferred:

Functional knowledge of Windows Server 2000 & 2003, Small Business Server 2000 & 2003, Microsoft Exchange 2000 & 2003, Windows XP and NT workstations, FTP user setup and usage, advanced user knowledge of Microsoft Outlook, Word, Excel, Publisher, PowerPoint and Access. Excellent organizational and communication skills needed. Must be well organized and be able to handle multiple demands involving people and tasks. Some college level education strongly preferred.