



Network Engineering Technician

E3 Technologies is currently in search of a network engineering technician. We are growing IT support organization / systems integrator providing exceptional services to small- and medium-sized businesses throughout the region. Using a team approach to customer engagements allows us to utilize the resources and expertise of every individual on the team. Creating opportunities for the employees to grow and providing exceptional customer service and support makes them both an employer and partner of choice.

Summary: The network engineering technician will work closely with clients in a variety of industries, providing desktop and network support; desktop configuration, set up, clean up, and optimization; hardware diagnostics/repair of PCs, network components, and peripherals; software installations and upgrades, data migration and troubleshooting issues.

The essential duties and responsibilities of the network engineering technician include, but are not limited to:

- Basic PC set-up, clean-up, and repairs
- Set up, and occasionally maintain, basic network operations, including assembly of computer and network hardware, and provide assistance to the client as well as other network engineers
- Perform basic PC and network troubleshooting to isolate and diagnose common hardware and/or software problems.
- Upgrade PC and network hardware and software components as required
- Install upgrades and configure PC and network printing, directory structures, rights, security, software and file services
- Provide clients with basic PC and network technical support
- Respond to needs and questions of clients concerning their access of network resources.
- Establish network users, user environments, directories, and security for networks being installed at client sites
- Install and test client software and hardware as necessary
- Install, troubleshoot, and perform routine maintenance on customer landline telephone systems

Qualifications – to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree (B.S.) from a four-year college or university, and one to two years related experience and/or training; or an equivalent combination of education and experience.

Application Skills:

To perform this job successfully, an individual should have a strong working knowledge of MS Excel and MS Word, as well as knowledge of a variety of antivirus software programs, backup/recovery and firewalls. Knowledge of Intuit Track-It software is also a plus.

Certificates, Licenses, Registrations:

Current driver's license required. Microsoft/CompTia certifications a plus.

If you're looking for an opportunity to grow in the IT support arena, work with an exceptionally talented group of peers, and provide superior customer service and support, e-mail your cover letter and resume to opportunities@e3rochester.com with "NET 200802-01" in the subject line.

NO PHONE CALLS PLEASE.