

## IT Technician

### POSITION DESCRIPTION

Springthrough is seeking a full-time infrastructure engineer to join our team to assist our Infrastructure clients. The ideal candidate will have related experience, as listed below.

### OVERVIEW

- Working internally and externally with production groups in the role of technical consultant
- Researching and evaluating new software and hardware technologies and tools
- Ongoing training in software and hardware components and implementation
- This position may require a flexible schedule, that may change from week to week.
- Candidate needs to be available and willing to be on-call (rotational) for client support.

### PRIMARY DUTIES & RESPONSIBILITIES

- Meeting with project team members to discuss and resolve project-related issues
- Tracking time spent on projects, both internal and external, through Springthrough's hour-tracking system
- Installing and maintaining hardware including, but not limited to:
  - Server hardware
  - Desktop or mobile hardware
  - Hubs/switches
  - Routers
  - Firewalls or other security appliances
  - Wireless network devices
- Installing and maintaining various software components including, but not limited to:
  - Windows server operating systems
  - Windows client operating systems
  - Microsoft SQL Server
  - Microsoft Exchange Server
  - Microsoft Hyper-V
  - Microsoft Active Directory Services
  - Line-of-business applications (may vary by client)
- Maintaining or supplementing various network projects with our client base
- Recommending solutions to network problems and providing network design options on a multi-platform/multi-protocol environment
- Performing network audits, critical evaluations, and developing recommendations with regard to hardware, software, and client requirements
- Attending training classes and/or reading training material
- Reviewing work with peers
- Position may require "after hours support"
- Shift work will be required varies from 6:00am – 12:00pm.
- On-call rotation

### REQUIREMENTS

- Excellent verbal and written communications skills and the ability to interact with our clients
- Excellent problem-solving skills with a strong desire for constant challenge
- Ability to work well in a team environment
- Ability and willingness to learn new areas and competencies.
- Knowledge of in-depth network operations and implementation knowledge of both WAN and LAN technologies

- Knowledge of router and switch installation, configuration and operations
- Network trouble-shooting skills, with knowledge of debugging problems
- Hands-on experience in both server and desktop hardware
- Ability to recommend, design, implement, and manage system upgrades and changes
- Bachelor's degree in Information Technology (or related field) preferred or a minimum of 2 years experience
- Self-motivation and a thirst for learning new technologies and tools
- Certifications preferred (Microsoft, Cisco, Comptia, etc.)

## BENEFITS

Springthrough employees enjoy the benefits of a flexible schedule as well as the support of professionals who can help launch and develop their careers. We understand that taking care of your needs as our associate is one of the most important things we can do. So, as part of our commitment, we offer a generous benefits package including:

- Health, Dental, and Vision Insurance
- Paid Holidays
- 401K Retirement Plan
- Section 125 Plan
- Long Term Disability
- Direct Deposit

## ABOUT SPRINGTHROUGH

Springthrough was founded in 2000 to develop, deliver, and support practical, cost-effective technology services and solutions that allow businesses to focus on their core objectives. Springthrough's consulting divisions include: Development (Integrations, Customizations, Enterprise Reporting, Product Development, Business Intelligence), Interactive (Rich Web Applications, iPhone Apps, 3D Projection, Augmented Reality, Flash/Silverlight), Platform Services (Microsoft Dynamics GP, Microsoft Dynamics CRM, Microsoft SharePoint) and Core Services (Managed Services, Virtualization, Hardware, Backup Solutions, etc.). We engage with businesses to understand and increase efficiencies, alleviate pain points, and simplify struggles through innovative use of technology. Springthrough builds lasting relationships by leveraging our expertise to remove obstacles faced by our customers. Our culture focuses on finding the most effective solutions to difficult problems.