



JOB POSTING

Position: Technical Support Specialist (Part or Full time)

Locations: Dripping Springs, TX (Austin, TX Area)

Description: Expanding company seeks Part to Full Time IT Tech to support IT related activities including administration, maintenance, backups, configuration, troubleshooting of IT equipment and telecom systems and devices.

Primary Responsibilities:

- Assist in the development and execution of Information Technology system projects and initiatives
- Create and manage IT problems.
- Diagnose complex computer, telephony, network and software problems over the phone, email and/or in person.
- Contact vendors for repairs and replacements as needed
- Create or modify user accounts, contacts, security groups and distribution groups via MS Active Directory
- Setup, configure and modify, IP phones, soft-phones, phone extensions and voicemail
- Maintain servers; data storage, Sharepoint, Exchange
- Image, configure and deploy laptop and desktop computers
- Install network printers and copiers
- Provide effective communication to all levels of the organization, from presenting new software and procedures, to following-up on customer inquiries.

Requirements:

- Bachelor's degree in Computer Science or equivalent technical experience.
- 1-3 years experience; previous co-op or internship experience accepted
- Excellent communication skills and must be customer service oriented
- General understanding of Network Switches / Routers / Firewalls/VPNs required
- Knowledge of DHCP, DNS, SMTP, TCP/IP required
- Microsoft Office 2007/2010 experience required
- Experience managing objects in Active Directory a plus
- Experience managing Exchange 2007 preferred
- Experience managing MOSS 2007 preferred
- Experience supporting Windows XP required
- Experience supporting Windows 7 experience preferred
- Experience packaging and deploying applications a plus
- Experience with NEC UX5000 telephone system a plus
- Experience troubleshooting PC and printer hardware issues required
- Experience supporting (or using) AutoCAD, Linux OS and SugarCRM a plus.



L2 Consulting Services, Inc.

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- Knowledge of building and deploying images using Windows Deployment Services a plus
- Ability to lift 50+ pounds
- Ability to perform work independently and as part of a team.
- Must be available for occasional weekend and after-hours work

Contact: Careers@L2aviation.com