



Level 2 Help Desk Support Engineer

JOB DESCRIPTION:

Winner of the 2013 New York State Exemplary Employer Award and 2017 Long Island Innovator of the Year, the eVero Corporation is a software development and IT consulting company based in Melville. We are currently looking for a motivated and tech-savvy individual to fill a Level II Help Desk Support Engineer position in our organization. The successful candidate will handle a variety of projects to support and improve the organization's network systems.

PRIMARY RESPONSIBILITIES

- Analyze, resolve, and document all technical problems for customers.
- Troubleshoot and resolve network and desktop production problems.
- Work with vendors to resolve software and network problems.
- Maintain confidentiality with regard to data residing on customer networks.
- Perform problem determination and escalate unresolved issues as necessary.
- Individual must be able to demonstrate excellent verbal and written communication skills and be able to build and maintain effective business relationships.

REQUIREMENTS:

- Minimum of one to two years of experience in a Help Desk setting.
- Experience working in a ticketing system (i.e. ConnectWise, Issuetrak, Zendesk)
- Experience with administering Remote Management & Monitoring Systems (i.e. Labtech, Kaseya, GFI)
- Microsoft Windows Server 2008/2012r2/2016 – Active, DNS, DHCP, GPO, RDS
- Email – Microsoft Exchange 2010/2013/2016 & Office 365
- Microsoft Office 2010/2013/2016
- PC Imaging and deployment to laptops / desktops
- Mobile Device Management/Support – iOS/Android/ActiveSync
- Basic knowledge of Firewall/VPN/Remote Access hardware
- Basic LAN/WAN knowledge –Switching, Routing, VLANs, TCP/IP, etc.
- Basic knowledge on VMware Virtual Infrastructure, NAS/SAN, and Thin Client Technologies

EDUCATION:

- Candidate should possess a High School Degree
- Candidate should have English proficiency

ABOUT eVero:

Our engineers work hard here, supporting enterprise class networks that consist of business critical systems for our clients. We know that hard work has to be balanced out with fun and quality of life. This is why we offer:

- A casual and comfortable work environment.
- Convenient to LIE and Route 110
- Team Building events
- Fully equipped Gym and Cafeteria on site
- Fully stocked Coffee room with all the necessary trimmings.

We offer a competitive salary with a comprehensive benefits package including medical, dental, long term disability, 401K, PTO and a flex-spending program.

If you are looking for a friendly environment and to be a valued team member, contact us today!

Contact with resume, cover letter and salary requirements:

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The organization is proud to be an Equal Opportunity Employer. Employment with this organization is based solely on qualifications and competence for a particular position, without regard to race, color, ethnic or national origin, age, religion, creed, gender, sexual orientation, disability, or marital, military, or citizenship status.