



Since 2004 with locations in Lockport, IL and Bonita Springs, FL



## IT Support Engineer (Level 2)

### JK Consulting - Lockport, IL

#### Job description

The following position requires an independent, mature, energetic, enthusiastic hard worker who can maintain a professional appearance and demeanor. The applicant should have a high-technical aptitude and be detail-oriented. Clear and concise written and verbal communication skills are a must. Must be able to take direction from team leads and follow escalation procedures when appropriate. Position will require lifting 50-lbs, climbing stairs and ladders, and carrying equipment. Candidate must be customer-oriented with high regard for providing excellent customer service and demonstrate the ability to diffuse potentially stressful situations, conduct all business matters in a professional manner, possess a valid Illinois Driver's License, have own transportation with proof of vehicle's insurance, mobile phone, and be able to work independently.

JK Consulting is a Chicago-based Managed Services Provider who services a wide-range of businesses. Daily tasks include phone and remote support, alert monitoring response and resolutions, entering incidents into IT specific ticketing system.

#### Job Specifications:

- Standard work week will be 40 - 50 hours per week.
- Some after hours and weekend work per customer requirements.
- 75% Local Travel.
- Must be able to lift 50 lbs.
- Must be able to drive and provide own transportation.
- Candidate will work as Helpdesk Technician and/or Onsite Technician per customer requirements

#### Application questions:

- How many years of IT Support experience do you have?
- Do you speak English?
- Are you willing to undergo a background check, in accordance with local law/regulations?
- What percentage of the time are you willing to travel for work?



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JK Consulting, Lockport, IL | 815-588-4530 JK Consulting, Bonita Springs, FL | 239-294-8217

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## Required Experience:

- Configuring, Deployment, and Troubleshooting Windows 7, 8, and 10
- Configuring, Deployment, and Troubleshooting Windows Server 2012, 2016, and 2019 Standard.
- Configuring, and Troubleshooting macOS Yosemite - Big Sur.
- Configuring, Installing and Troubleshooting Microsoft Active Directory, DHCP, DNS, and other server Roles and Features.
- Configuring and managing File Shares, NTFS file permissions, security groups, and users.
- Office 365 Administration
- Configuring, Installing and Troubleshooting Microsoft Office 2010 -2019
- Installing and Troubleshooting Adobe Acrobat, Photoshop, and all Adobe Creative cloud programs.
- Microsoft Exchange Server
- IT Document Management Platforms
- IT Ticketing Systems
- Hardware Support for Firewalls, Routers, Security Appliances, Switches, Wireless Controllers, and Wireless Access Points.
- CAT5 and CAT6 Wiring and termination.
- Preferred Experience:
  - SQL Server Configuration, Installation and Management\Maintenance.
  - Microsoft Visio Experience
  - Vendor Hardware Support: Dell, HP, Aruba, Cisco, SonicWall, Ubiquiti.
  - SolarWinds N-Central(N-Able), Autotask, IT Glue, and Roar.

Job Type: Full-time

Pay: \$50,000.00 - \$60,000.00 per year

Application questions

You have requested that Indeed ask candidates the following questions:

How many years of IT Support experience do you have?

Do you speak English?

Are you willing to undergo a background check, in accordance with local law/regulations?



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