



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



## IT Support Specialist (Level 1)

### JK Consulting - Lockport, IL

#### Job description:

This 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.

Up to 25% 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.

#### Required Experience:

Active directory account management.

Configuring, Deploying, and Troubleshooting Windows 7, 8, and 10.

Configuring, and troubleshooting macOS.

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.





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### **Preferred Experience:**

Familiarity with Group Policy.

Vendor Hardware Support: Dell, HP, Aruba, Cisco, SonicWall, Ubiquiti.

SolarWinds N-Central (N-Able), Autotask, IT Glue, and Roar.

Job Type: Full-time

Pay: \$30,000.00 - \$40,000.00 per year



IT Networks | Servers | Workstations | Laptops | Desktops | VoIP Phone Systems  
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[www.jkconsulting.com](http://www.jkconsulting.com)

