



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



## Level 2 Technical Support

### JK Consulting - Bonita Springs, FL

#### Job description

JK Consulting's branch office in Bonita Springs, Florida is looking a Level 2 Help Desk Engineer. The Florida office supports consumers with “walk-in” service requests and help desk support for its commercial clients. Consumers bring in computers to be repaired and updated. Consists of backing up and reinstalling Windows and all applications, troubleshooting hardware issues and virus removal. Applicant should be comfortable dealing with customers on a one-on-one basis. Help desk responsibilities include advanced server and network diagnostics and installation, end user troubleshooting.

Must be proficient with Server 2019, firewalls, advanced networking including Vlan setup.

- Schedule
- Help Desk hours are Mon-Fri 9:00 AM to 7:00 PM, and Sat 9:00 AM to 3:00 PM, rotating schedule, 40-50 hrs/week
- Desktop and Laptop Operating Systems
- Windows XP, 7, 8 and 10, MAC, Some Linux
- Applications
- Microsoft Office 2003-2019, Office 365
- File sharing and user permissions
- Adobe Acrobat
- Acronis
- Norton, McAfee, AVG, Malware Bytes, ADW Cleaner, HitManPro
- Hardware Experience
- Dell, HP, Lenovo, Toshiba, MAC/Apple/iPad and iPhone
- Replace laptop screens
- Soldering
- Experience with Help Desk Software Preferred
- SolarWinds N-Central, MSP Manager
- Ticketing Systems
- IT Document Management Platform
- Job Type: Full-time
- Pay: \$50,000.00 per year

