Network Support Administrator

Enseo

For more than 19 years, Enseo has been known as the backbone of the hospitality in-room experience. The company's superior products, including set-back boxes and applications, are preferred by the world's largest hotel groups. Enseo is a dynamic and fast-paced technology provider that is transforming industries with emerging digital products. We are always on the lookout for world-class talent with a passion for exceeding expectations. Is that you?

General Description

The Network Support Administrator will act as the primary support for products and applications on all existing system and network deployment environments. In this capacity, you will provide troubleshooting and technical support to all levels of staff.

Skills

- Do you have 1 -2 year's technical support, systems engineering, or help desk support experience?
- Do you possess strong interpersonal skills, patience, tenacity, and a desire for accurate and timely responses, demonstrating exceptional customer support?
- Can you work both independently and as a team member, maintaining a high level of confidentiality and professionalism?
- Do you possess knowledge of enterprise IT infrastructures, management, monitoring, and security?
- Are you familiar with VM and Virtual Switch deployment technologies?
- Can you demonstrate knowledge of Cisco Router, Switching and VM operation and product offerings?
- Do you possess LAN/WAN and IT infrastructure and support experience?
- Do you have excellent organizational, planning, presentation, troubleshooting, and multi-tasking skills with the ability to prioritize and be flexible in a fast-paced environment?
- Are you willing to learn and grow skills necessary to support the business?
- Can you demonstrate the ability to take technical information and communicate it professionally across the organization (to technical and non-technical personnel)?
- Do you possess Microsoft PC and Apple software product and support experience, Office, Outlook (mail configuration and support)?

Bonus Skills

- Experience with NetSuite ERP system
- 8x8 Phone System or Support Desk Experience
- Excel Macro development/deployment experience
- Java script experience

Responsibilities

- You will provide troubleshooting and technical support across PC and Apple laptops, phones, and cell phones.
- You will set up, configure, deploy and maintain the desktop/laptop system.
- You will Identify failures/failure trends and resolve design and maintenance issues.
- You will contribute to the definition of new services, features and functionality.
- You will develop and deliver internal or customer-focused training courses and curriculum.
- You will build a working knowledge of the latest IT networking industry trends and architectures.
- You will maintain a database and domain knowledge of solutions and issues for existing systems and services.
- You will provide input on technical and procedural documentation and policy.
- You will adhere to company policies and procedures.
- You will perform other related duties as assigned.

Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay and an extensive benefits package including paid time off, medical, dental and vision benefits. Plus, we work to maintain the best possible environment for our employees and strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Please send resume to Katy Ericson, Vice President of Human Resources at kericson@enseo.com