



IT Technician II

Intelligent Product Solutions (<https://intelligentproduct.solutions>) is a leading product development professional services company based an hour outside of NYC. The leadership and senior engineering team are deeply talented with unparalleled experience in industry and consulting services. Our client base includes some very well-known Fortune 100 brands as well as budding startups. Because of our explosive growth we are seeking talented individuals to join our team.

Our company is seeking highly motivated, detail-oriented **mid-level IT Technicians** who enjoy working on diverse and challenging projects. We're led by our values of honest, collaborative problem-solving and we take both our work, and our fun, seriously. We are looking for individuals who have high creativity balanced with strong IT fundamentals and communication skills.

The ability to work with cross-functional engineering teams is required. We seek high-energy individuals who are self-directed, take responsibility and can manage their individual work; satisfying customers who expect on time and budget delivery that meets or exceeds requirements. Outstanding communication and interpersonal skills are an absolute requirement.

Requirements

- Associates Degree in Information Systems, at minimum
- Minimum 5 years' experience
- Excellent diagnostic and problem-solving skills
- Excellent communication skills
- Outstanding organizational and time-management skills
- In-depth understanding of diverse computer systems, networks, and routers (Palo Alto and SonicWALL)
- Good knowledge of Domain controller and DNS server infrastructure
- Understanding of Server Virtualization (Hyper-V) and Microsoft licensing
- Microsoft Office 365 administration

Responsibilities

- Work alongside our wonderful IT team, at the direction of an IT Manager
- Customer support and day to day help desk tasks
- Architect and maintain local networks to optimize performance
- Ensure security and privacy of networks and computer systems
- Install and configure appropriate software and functions according to specifications
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without affecting users' day to day work
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Generate new ideas for how to improve the IT systems and improve operational efficiencies in IPS

Preferred Skills

- Certification as IT Technician (e.g., CompTIA A+, Network+, Microsoft Certified IT Professional)
- Training in the following areas: Microsoft Core Infrastructure, Microsoft O365, and Network (switching, routing, Cisco, Security)

Nice to Have Skills

- DevOps experience automating tasks