IT - Technology Lead , Network , Contact Center Communication Protocols Job

Employer Name: Hire IT People LLC

SpiderID: 12542952

Location: Hammond, IN, Indiana

Date Posted: 5/18/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
Bachelors degree in an IT-related field plus 5 years in an enterprise environment  
  
Candidate must be located within commuting distance of Joliet (IL)/Arlington Heights (IL)/ Hammond, IN/ Apple Valley, MN or willing to relocate to the area.  
  
4+ yrs of experience in field Service support and engineering for the network running thousands of corporate network devices including PC's, phones, routers, switches, servers, UPS's, etc.  
  
Strong communication skills with experience dealing with customers.  
  
Must be able to work independently using standard practices and procedures.  
  
Incidents (INCs) and Service Requests (SRs)  
  
Develop Standard Operating Procedures for routine tasks.  
  
Be active in product-specific forums and communities, well versed in Cisco TAC procedures, and knowledgeable about Ciscos documentation library.  
  
Involvement in Project work with self-manage discipline and pro-actively communicate potential jeopardy situations.  
  
The job entails sitting as well as working at a computer for extended periods of time. Should be able to communicate by telephone, email, or face to face  
  
Familiar with ITIL standards not limited to problem management and change management.  
  
Preferred Qualifications:  
  
CCNA Route/Switch preferred  
  
Follow through on commitments to end users and coworkers.  
  
Demonstrate values of honesty and continual improvement.  
  
Must be vigilant about identifying common workplace safety hazards such as unsecured cables and practice good housekeeping.  
  
Planning and Co-ordination skills  
  
Good Communication and Analytical skills  
  
Minimum years of experience\*: 8

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: