**Technical Support Bullets for RESUME**

* Working knowledge of Windows and Mac systems – client OS, networking protocols, printing & email delivery systems (MS Exchange, Office 365, Google Apps productivity suite)
* Advanced troubleshooting of workstation/laptop hardware and software
* Knowledge of network protocols – TCP/IP, DHCP, DNS, HTTP/HTTPS, FTP, Telnet, SSH, TLS, SSL, SIP, POP, IMAP, VPN
* Basic Knowledge of virtualization technologies - Hyper-V, VMWare, or Citrix, and understanding of VLAN concepts
* Knowledge of cloud technologies – Microsoft Office 365 and Azure AD, AWS (EC2, S3, VPC, IAM)
* Automation/Scripting concepts and application
* Troubleshooting, diagnostic, installation, maintenance and repair of HP printers.
* A very strong relationship with dispatch is vital. Tech will be working with multiple English speaking help desks worldwide.
* Maintaining and monitoring daily communication tools, phone, voicemail and email.
* Keeping up to date on administrative responsibilities such as maintaining updates to all respective support departments.
* Ensuring best practice standards and common sense are always sought.
* Maintaining tools, devices and other company supplied equipment.
* Adherence to all part process and procedures.
* Vaccinated. Meeting health and human services, environmental health and safety and/or all other applicable regulatory requirements.
* Utilizing escalation and support process’s to resolve service delivery issues.
* Working as a member of the local team to provide efficient service delivery to service level agreements (SLA).
* The ability to lift and carry parts that can weigh up to 50 lbs.
* Adhering to current regulatory requirements.
* Able to strategically plan day / routes to meet deadlines
* Exceptional organizing and time-management skills
* Excellent communication skills and professional presentation