

Support Engineer

ABOUT LANGTECH

Headquartered in the heart of San Francisco, our 25 years of systems experience and e-business expertise combined with an intense focus on customer service put us ahead of the crowd as a fully integrated solutions partner in managed services, cloud computing, virtualization, custom software, complex projects, and local, on-site support. Join the Langtech team and share your experience and creativity to help our clients leverage the latest in cloud and mobile technologies.

ABOUT THE ROLE

This position will primarily provide user support to our clients in San Francisco and the surrounding areas, both remotely and on-site.

WHAT YOU'LL DO

- Provide user support to a wide variety of clients
- Build and maintain relationships with clients
- Identify problem areas and work with the Langtech team to provide the best solution possible for the client
- Communicate and fully explain resolutions to clients across all technical skill levels
- Juggle multiple clients and projects
- Work as part of the Langtech team to find creative and out-of-the-box solutions to problems
- Maintain proper client network documentation

REQUIRED QUALIFICATIONS:

- 3-5 years of experience as support engineer
- Knowledge of and troubleshooting experience for all Microsoft products

- Some network troubleshooting and configuration experience
- Vendor escalation experience
- Desire for ongoing hardware/software training and certifications

PREFERRED SKILLS:

- Computer networking experience with Mac OSX
- Experience with implementing and managing spam filtering products
- Support experience with virtualization platforms like VMware and Hyper V
- Amazon Web Services experience
- Experience configuring and implementing Cisco, Sonicwall, Dell switches, routers and firewalls