IT Technician

Metafile is seeking an IT technician to evaluate, deploy, configure, maintain and support IT infrastructure including hardware and software. Qualified individuals must be able to perform day to day tasks and longer term project work, participate in documenting applications for end-user audiences, provide day to day support of IT infrastructure including hardware and software, and plan and implement software deployments. A combination of planning and design skills and hands-on implementation and support skills is required. Collaboration with team members and the ability to work under varying degrees of direction are necessary.

Skills Desired:

- Extensive software support experience to include database-driven applications, web-based applications, and Microsoft Office applications
- Experience with Microsoft Windows Server and Workstation platforms
- Experience using and supporting Microsoft SQL Server 2012 and greater
- Experience using and supporting Microsoft Windows Server 2012 and greater
- Virtual environment experience
- Ability to communicate in an understandable, polite and friendly manner in both written and verbal form
- Must hold a valid driver's license and reliable transportation

Primary Responsibilities:

- Understand and troubleshoot hardware and software issues
- Leverage software applications to increase efficiency of business processes
- Install and configure software applications
- Assist with planning and implementation of software upgrades and new software rollouts
- Participate in support of Cisco switches, firewalls, VPNs and security appliances
- Develop and maintain documentation related to the installations, administration, and maintenance of network infrastructure and software applications
- Participate in deployment, maintenance, support and upgrade of hardware, software applications and operating systems
- Act as technical consultant on projects
- Support users via email, telephone, remote assistance tools and face-to-face interaction
- Troubleshoot hardware and software issues
- Work extended hours, including weekends, as needed
- Perform other duties as assigned by management

Qualified Candidates Should Send Resume & Cover Letter To:

Metafile Information Systems, Inc.
3428 Lakeridge PL NW | Rochester, MN 55901 |Email: jobs@metafile.com