<https://job-openings.monster.com/technical-support-engineer-newark-nj-us-somerset-technology-group-l-l-c/205334950>

Technical Support Engineer

We are currently seeking an experienced Technical Support Engineer/Help Desk Manager to join our team in Newark, NJ

Who we are:

You’re invited to join our team of enthusiastic young professionals who are working together to create innovative technology solutions for our clients. Winning Strategies ITS (www.wsits.com) in Newark, NJ is a fast-growing, full-service company providing technology expertise to a wide range of clients. Our services include managed services, Internet hosting, application hosting, website development and desktop support, among others. We manage more than 1000 desktops for small- to medium-size businesses.

Our office is located within walking distance from Newark Penn Station, Newark Broad Street Station, Washington Street Light Rail, and NJ transit bus stops. We also cover 50 percent of parking costs at a nearby parking garage. Many lunch options are within walking distance. The office is also near the NJ Performing Arts Center and the Prudential Center.

About the role:

We are looking to immediately hire a Technical Support Engineer to lead our Help Desk team of four engineers. The team provides network and workstation support in a managed services environment for multiple clients domestically and in Europe, Asia and Latin America.

What you’ll do:

• Handling tickets that are beyond the skillset of lower-level engineers and assisting with tickets when volume is high;

• Identifying trends among client service requests to proactively address client issues with longer-term upgrade projects;

• Liaising with management team and client services manager to plan and execute upgrade projects;

• Managing technical documentation process;

• Training new hires on Help Desk processes and procedures

Our ideal candidate:

Education and Experience

• 5+ years of desktop/server support experience

• 3+ years working in a technical support/help desk environment

• 3+ years working with Windows Desktop Operating Systems

• 3+ years customer service related experience

• 3+ years experience working on an outsourced helpdesk team preferable

• Bachelors in Information Technology (or related)

• BSCS, BSIS or equivalent combination of education and experience

• Microsoft Certified Systems Engineer (MCSE) or MCITP a plus

• ITIL Foundations certification a plus

Skills and Abilities

• Strong background in Windows client operating systems, standard desktop applications (i.e. Office, Internet Explorer, anti-virus tools), Windows Server Operating Systems, Active Directory

• Significant experience in all versions of Windows Server 2008 R2, Server 2016, Windows 7, Windows 8 and Windows 10

• Experience installing and supporting software systems/products for the Windows operating systems

• Experience installing and configuring Microsoft Exchange 2007, 2010, 2016; Active Directory and Group Policies a plus

• Experience supporting remote networks

• Experience with general issue resolution for Exchange, Firewalls, VPNs and other advanced infrastructure

• Experience installing and configuring Dell, IBM, HP desktops and HP, Dell servers

• Excellent customer service, organization, and documentation skills

• Strong multi-tasking ability

• Strong interpersonal skills with the ability to work well independently as well as in a team environment

• Experience with Script Logic Desktop Authority, ESET Antivirus, Kaseya Managed Services Platform, ConnectWise PSA, VMWare, Hyper-V a plus

What we offer:

This position comes with a comprehensive benefits package that includes Medical, Dental, Prescription, Vision, FSA, 401K, paid holidays, vacation and company sponsored Microsoft Training.

**To Apply:**

**Please submit your resume via the “APPLY NOW” button**

**Equal Opportunity Employer**

<http://www.wsits.com/>

<https://www.collierreporting.com/company/somerset-technology-group-l-l-c-newark-nj>

<http://www.buzzfile.com/business/Winning-Strategies-Its-973-848-0900>

<https://www.yellowpages.com/newark-nj/mip/somerset-technology-group-inc-462342421>

[https://www.glassdoor.com/job-listing/technical-support-engineer-somerset-technology-group-JV\_IC1126906\_KO0,26\_KE27,52.htm?jl=3116335731](https://www.glassdoor.com/job-listing/technical-support-engineer-somerset-technology-group-JV_IC1126906_KO0%2C26_KE27%2C52.htm?jl=3116335731)