

Title: Technical Support Technician

Location/Type: Miami, FL

Full Time

Summary: The Technical Support Technician will provide front line technical support to end users regarding desktop hardware and software applications, network access (local/remote), mobile devices, and network printing.

Hours are typically 8:30 AM to 5 PM, Monday through Friday, plus occasional work at night and on weekends as required.

Knowledge, Skills and Attributes:

High School diploma or equivalent required. College education and/ or technical/vocational school background preferred, but experience may be used in lieu of educational history.

- Demonstrate a solid understanding of networking technology and troubleshooting procedures.
- Demonstrate ability to build, configure, and deploy computer hardware working with a technical support team.
- Utilize an existing knowledge base to solve documented solutions, remote access help and software installation.
- Strong attention to detail consistent with help desk documentation and administration and strong communication and analytical skills.
- Ability to provide entry level training and assistance to help employees' better use their computer hardware or software products.

Additional skills/experience preferred:

- Experience supporting Windows 8 and Windows 7
- Experience supporting Office 2010 and higher
- Basic understanding of Active Directory/LDAP and TCP/IP networks
- Experience with Help Desk/Service Desk ticketing and support systems. Specifically, Dell KACE.
- Experience with troubleshooting printer issues
- Experience supporting mobile devices, both Android and Apple.

The above duties may be supplemented occasionally with additional duties related to company objectives

Please contact hr@aegfuels.com with attached resume in Word or PDF format. If you wish to enclose a cover letter, please include it in the body of your email.