



GENESIS

Business Systems

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Position Title: IT Support Technician

Full Time/Part Time: Full Time

Projected Start Date: ASAP

Work Location: San Antonio, Texas

Anticipated Need to Travel: Local (Within The San Antonio, Texas Area Only)

Special Qualifications:

- Must have an Associate's Degree (or higher)
- An A+, Network+, or Security+ certification is highly desired but not required.
- Must have basic to intermediate knowledge necessary to support troubleshooting and repairing Systems and Servers running Microsoft Windows.
- Must have basic to intermediate knowledge of Active Directory necessary to support management and troubleshooting
- Must have basic to intermediate knowledge of basic Networking principles necessary to support Network Administration and troubleshooting ,
- Must have basic to intermediate knowledge of Back Up technologies (e.g. BackUp Exec) and best practices.

Summary of Job Duties:

- Assisting clients with computer issues (e.g. troubleshooting and repair). This often involves physically visiting clients (which are in the San Antonio, Texas area).
- Patching, updating, and replacing systems.
- Performing and troubleshooting back up processes and technologies.
- Troubleshooting and analyzing networks and network based storage systems.
- Providing customer service and assistance with operating computer systems and programs.
- Documenting resolution of problems/service requests or documenting the escalation of requests to different groups for resolution/remediation.

Application Instructions: Please e-mail your resume to info@gb-sys.com with a subject line that contains your name and the position title.