



Job Title: IT Consultant Tier 1

Employment Type: Full-time

Salary Range: \$20.50-\$30.50/hr

Employment Start Date: As soon as possible

At NextTech Consultants we thrive to give an excellent customer experience for all our clients and the best working experience for our employees. Family and work/life balance is very important to us. We want to make sure all our staff have the proper support, so they have more time with family and friends. Hiring the right number of consultants in our company ensures we meet this goal. As a consultant at NextTech Consultants Tier 1 Consultants are the face of our company. This position handles customer needs in an efficient and courteous manner. IT Consultants troubleshoot both remote and on-site issues and keeping track of your time with clients in our management system.

Responsibilities:

- Remote support
- On-site support
- Take calls and answer questions
- Troubleshoot general computer and network issues
- Prepare and deliver computers
- Monitor alerts and issues that come up on managed devices
- Handle sensitive information in a confidential manner
- Troubleshoot email issues
- Manage tickets in the system and ensure proper communication throughout the life of the ticket
- Be included in the weekend and holiday on-call rotation

Requirements:

- General understanding and motivation to troubleshoot tasks
- Attention to detail and problem-solving skills
- Strong written and verbal communication skills
- Excellent time management skills and ability to multi-task and prioritize work

Skill & Proficiencies

- Discretion and Judgement
- Attention to Detail
- Proficiency in Microsoft 365 Suite
- Network Troubleshooting
- Proficient in both Mac and Windows
- Professionalism
- Resourcefulness
- Customer Service
- Cybersecurity

We offer vacation, holiday, car allowance, and retirement in our company currently. At this point in time, we do not offer medical or dental insurance. As we grow, we do plan to add this to our benefits, but we have no estimated date for health and dental insurance.

Please submit your resume and optional cover letter to careers@nexttechconsultants.com