

NGEN is actively seeking permanent full-time Remote Support Administrator. NGEN provides a wide range of IT administrative services to small and medium businesses. We are growing and need you!!

You will provide telephone and remote support to our clients under the supervision and guidance of Team Leaders. You will work with clients in response to telephone calls and email requests. We will count on you to have good written and verbal communication skills, a professional demeanor and general knowledge of computer and network support. NGEN is a growing IT consulting firm committed to promoting from within. This is a great position for an MCP professional looking to develop their computers skills.

**Specific Job Responsibilities:**

- Configure, administer, support and troubleshoot workstations and end-user applications. Knowledge of Windows XP / Vista / 7, Office 2003 / 2007 required. Familiarity with Acrobat, Quickbooks, Act!, a variety of browsers and email clients, and other business applications useful
- Learn about unfamiliar end-user applications, and use those new skills to assist others
- Perform network administration tasks on Windows 2000/2003/2008, SBS 2003 and 2008, Exchange 2000/2003/2010, such as creating and modifying user accounts, checking backups and antivirus status, diagnosing printing issues
- Troubleshoot network and internet connectivity issues; escalate issues to field engineers as necessary.
- Assist end users working remotely to connect to their networks via VPN, Terminal Services
- Assist end users with their BlackBerries and SmartPhones
- Document and Monitor client networks; communicate with field network engineers to maintain excellence network performance, redundancy and security.
- Identify and escalate persistent problems. Seek assistance of team leaders to maintain customer satisfaction.
- Keep records of work performed and coordinate information, workflow with NGEN team members.

**Applicant Qualifications:**

- Current MCP Certification
- Bachelor's degree
- 1-2 Years experience configuring and troubleshooting: Windows Workstations, Mac Workstations, Printers, Firewalls, Windows 2000/2003/2008 Server, Exchange Server 2000/2003/2007, Terminal Services
- Excellent verbal communication and writing skills
- Attention to detail
- Professional attitude and commitment to providing high-quality service as part of the NGEN team.
- Desire to increase your technical knowledge and customer service skills

NGEN offers a business casual work environment, health/dental insurance, paid vacation and 401(k) plan. NGEN is a professional services firm assisting small and mid-sized businesses with computer, telephone and hosted technology. We strive to create a work environment that allows professional growth and development for each employee to reach their individual potential at NGEN.

Learn more about what we do at  
[www.ngen.com](http://www.ngen.com)

Please send your resume and cover letter to [personnel@ngen.com](mailto:personnel@ngen.com)