**IT Technician Level 2**

[Company name], [Location]

**Who we are**

\*Sample

Pulseway, the world’s first portable RMM solution. A robust platform that helps busy IT admins remote monitor and fix issues, using the device closest to them. Pulseway has played a vital role in making IT management effective. It’s no surprise why 4500 MSPs and 50000 IT professionals globally trust Pulseway to manage their IT infrastructure.

**Who you are**

An experienced level 2 IT technician, driven to tackle advanced user and network issues. Use the power of deductive reasoning and other resources to solve complex problems. In-depth knowledge of technical concepts along with the ability to explain it to non-technical people.

**What’s in it for *you***

We want you to view your time with [Company name] as an investment in your future that pays dividends along the way. Invest time to add some rich experience by finding smart solutions to complex IT problems.

Other benefits:

* Competitive wages
* Medical insurance and dental insurance  
  Paid Time Off (PTO) for holidays, vacation, and personal time
* 401(k) Plan
* Flexible work schedules
* Free snacks/coffee
* Opportunities for growth and promotion

[Add employee profile image]

***“I am passionate about the work that I do. I try to bring a positive ‘can-do’ attitude to my work, and what I do here at [Company name] gives me a sense of achievement and purpose”***

* [ Employee name], [Designation]

**A typical day at [Company name]**

* **A helping hand:** assist level 1 technicians to resolve network issues quickly
* **Be the bridge:** act as a link between level 1 and level 3 technicians to enable effective collaboration
* **Educate clients:** break down complex technical concepts for non-technical folks
* **Take action:** analyze documents created by level 1 technician for accurate decision making
* **Multi-tasker:** perform other related duties to accomplish team goals

**What you need to have…**

* Bachelor’s degree or equivalent
* Linux command-line skills and shell scripting and/or programming
* Experience in customization of Windows and/or Linux operating systems
* Experience with firewalls and security related issues
* Experience with database related technology and administration SQL server
* Architectural understanding and troubleshooting various available clustering modes and concepts with SQL

**Experience:** 5 years

Not interested? No problem. Share it with peers and help them in their job search.

[Company name] is an equal opportunity, affirmative action, and veteran-friendly employer. We encourage qualified women, minorities, individuals with disabilities, and veterans to apply.