**IT Technician Level 3**

[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**

As a level 3 IT technician, you’ll be a self-starter and quickly adjust priorities to maintain productivity. The last escalation point for handling support tickets; troubleshooting and resolving the most difficult and complicated issues.

**What’s in it for *you***

Expand your connections — Grow your experience and skills — Invest your career.

We want you to view your time with [Company name] as an investment in your future that pays dividends along the way.

Other benefits:

* Competitive pay
* Medical insurance and dental insurance
* IRA retirement match up to 3%
* Cell Phone Reimbursement
* Paid Time Off (PTO) for holidays, vacation, & personal time
* 401(k) Plan
* Flexible work schedules
* Free snacks/coffee
* Opportunities for advancement

***“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]**

* **The last straw:** serve as the final escalation point to resolve complex problems
* **Policy development:** development of policies to ensure business continuity and compliance with state and federal regulations
* **Make purchase decisions:** provide recommendations for purchases of computers, network hardware, peripheral equipment, and software
* **Keeps everything up to date:** develop and maintain all systems, applications, security, and network configurations

**What you need to have…**

* Bachelor’s degree or equivalent
* Able to take decisions in a dynamic environment
* 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
* Background in system administration will be preferred
* Experience with database related technology and administration SQL server
* Architectural understanding and troubleshooting various available clustering modes and concepts with SQL
* Leadership skills and a drive to do better

**Experience:** 5-8 years of providing level 3 IT support

Interested? Apply quickly! The last date for sending in the application is [Date]

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.