



TNTMAX

IT Consultant Help Desk Support

Salaried – Non-Exempt position

Full-Time

9am – 6pm with 1 hour lunch

IT Consultant Help Desk Support

Location: **Wyckoff, NJ**

Come and be part of a customer focused, high performance, high integrity team of technology professionals. TNTMAX is a fast-growing technology company that is on the cutting edge of new technology. We are in northwest Bergen County - 30 minutes from New York City. This exceptional career opportunity will place you directly in a fast-paced and stimulating work environment where you will continually be challenged to further your knowledge base and improve your skills by working on a wide range of projects in a relaxed and fun office atmosphere.

RESPONSIBILITIES:

We are looking for an honest, organized, hardworking, ambitious, goal-driven IT support consultant with 2-3 years of experience and demonstrated track record of success in resolving a variety of complex IT issues. Self-starter capable of efficient time management with attention to detail and high quality of work. The consultant will have to provide IT troubleshooting and technical support to clients via phone, remote and email, as well as working on issues as they are received through our ticketing and monitoring systems. Provide answers to clients by identifying problems, researching and guiding clients through corrective steps while advising clients regarding the product's proper use and address specific user issues. We are looking for someone that can find the solutions to a problem on their own, someone that thinks on their feet and team player we can rely on. Continually updates job knowledge by participating in educational opportunities; maintaining personal networks and utilizing internal resources. Focus on making the client fully satisfied of the work performed every time.

REQUIREMENTS:

- Strong understanding of computer hardware, software & networking.
- Excellent customer service and communication skills.
- Windows 10 and Windows 11 expertise.
- macOS Experience
- Troubleshooting of Printers, scanners
- Strong understanding on networking (DHCP, DNS, ...)
- Troubleshooting of various networks appliance including Dell, Sophos, Cisco Routers/Switches/ASA, 3rd party/vendors.
- Email communications (Exchange, IMAP/POP3, etc...)
- Microsoft Server 2012 R2/2016/2019/2022, Active Directory, Hyper V, Windows Deployment services.



- Some Knowledge 2013, 2016 and 2019 and Cloud based Exchange (i.e. Microsoft Office 365, Intermedia, etc.)
- Software installation/configuration of various vendor programs, including CRM, ERP, QuickBooks, Other.
- Some Wireless network design, deployment and troubleshooting. Ubiquiti, Meraki Wireless.
- Knowledge of Server, Virtual Machine software builds and installations, data migration and maintenance.
- Knowledge Cloud Server Provisioning, Optimization, performance tuning and scaling (AWS, Azure, Rackspace, etc.)
- Backup deployment, management, monitoring, testing and reporting.

Bonus Experience Points

- Firewall and Security
- Server and Exchange
- Any programming/coding
- Security compliance experience
- Cyber security experience

Compensation & Benefits

Salary TBD. As a part of your total compensation, TNTMAX provides a comprehensive, competitive benefit package. The benefit plans address both the immediate and long-term needs that you and your family may have.

Experience

- 2-3 years' experience working with an IT consulting firm, or managed services provider.
- 2+ years of troubleshooting computer hardware experience.
- 2+ years of server, networking & Microsoft Operating Systems
- Must be a U.S. Citizen to be considered.

Education

- BS in Computer Science, MIS or similar field
- The following certifications are preferred but not required: MCITP, CCN/CCDA, CCVP/CCIE, CCNA, AWS, VCP, Project+, Network+. Security+

Travel

Position requires local travel via employee vehicle. Mileage/tolls are reimbursed.