



Employment Opportunity: Network Support Technician I/Helpdesk **New Opening!**

Who we are

Clever Ducks is a progressive and growing company located in scenic downtown San Luis Obispo, California. We strive for excellence in all we do, which is reflected in our solid reputation for being very focused on meeting customer needs. Our people are our strategic weapon. So of course we have created a great place to work. We do this by focusing on how we challenge, train and grow them as techs and leaders. Want to know more about us?

We think you'll like us if you are looking for:

- Performance-based Compensation
- Growth Opportunities, Skill Development
- Fast Promotions, Thoughtful Reviews and Feedback
- Innovative Projects, Interesting Clients, Solid Track Record of Success
- Flexible Hours
- Excellent Benefits and Work Environment
- Check out: www.cleverducks.com/employment

Position Profile

Network Support Technician is a high-client contact position playing a frontline help desk role to provide operational support to maintain LANs, WANs, Data Centers and Desktops for hundreds of clients and thousands of users in San Luis Obispo & Santa Barbara Counties in professional offices. Our clients include: law offices, medical groups, accounting firms, government offices, engineering firms, wineries and manufacturing operations who rely on their computers.

Clever Ducks provides leadership and expertise that help clients profit and thrive with technology. Our devotion to optimum reliability, exceptionally responsive customer service and proper documentation set us apart. Our service model includes systems design and implementation, managed services, proactive monitoring and maintenance, managing vendor services, cultivating ongoing relations, system documentation, user training and troubleshooting.

To serve our clients, we must continually grow our people. You will be challenged to quickly identify, disseminate, master and deploy new technology. You will need to develop acute management skills of a knowledge worker on a high performance team. We will help you get there! Our industry is evolving at ever increasing rates requiring a nimble mind and a hunger for knowledge and skills. Continuing education through online sources, periodicals and tradeshows are required. You must be fun, collaborative & productive, willing and able to support and challenge your team mates. Required training: Bachelor's Degree in computer related field and/or equivalent experience. This is a growth position that will include training and upward potential. Reports to Operations Manager.

Job Duties

Support

- * Frontline telephone support and escalation for users with a variety of computers, servers, peripherals and software
- * Maintain documentation of communications and resolution of issues
- * Prepare customer, operations, and systems documentation according to pre-established standards
- * Use our automated system for Ordering, Shipping and Receiving of a high volume of technical materials

Monitoring on management systems in the Network Operations Center (NOC)

- * Plan and coordinate the installation of new releases of system software
- * Analyze program and system performance

Leadership and Communications

- * Present to the Tech Team Roundtable on technology and procedure insights
- * Engage in customer relationships as a personal, service oriented trusted advisor
- * Communicate with vendors for our customers

We seek a solution-oriented person with solid experience in a handful of the following specific skills:

- * Microsoft Win2k/2k3 & 2k8 Office Applications
- * Microsoft SBS
- * Linux, MacOS 10.x
- * 802.11 a, b, g internal & external w/ wireless security
- * Firewall appliances (SonicWALL, Netscreen or WatchGuard)
- * Print servers, printers and MFPs
- * Backup systems (Acronis, Veritas & online)
- * Basic network wiring - termination & testing of CAT5
- * Handhelds: Palm, PocketPC, BlackBerry, Treo
- * HP and Dell hardware
- * TCP/IP and DNS troubleshooting
- * Hardware troubleshooting

Personality traits required:

- * Professional, trustworthy, productive, systematic, organized, conscientious, polite, team player, reliable, multi-tasking, flexible, reassuring & confident with clients, patient and proactive.

Job parameters:

- * Full-time position, 8-5; some overtime and weekend work required
- * Must have valid CA driver's license & reliable car, 40% on customers' sites around SLO county (mileage will be reimbursed); 60% in the NOC
- * Able to lift 40 pounds
- * Company utility bike use is optional but encouraged. Free healthy snacks.
- * Uniform shirts provided.
- * Complete benefits package, very competitive hourly wage position. Starting range is \$16-18/hour, depending on experience. Performance and coaching review at 90 days.

To apply, please submit a resume and cover letter to jobs@cleverducks.com. Your materials can also be faxed to (805) 543-5760 or delivered to:

Clever Ducks - Computer Network Services

ATTN: Jobs

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