

NOC Technician for Growing IT Services Firm

Turnkey Internet is a leading cloud and infrastructure as a service provider – focusing on web hosting, colocation, virtual and physical servers, and software as a service (SaaS) products. TurnKey Internet is a successful, stable, and fast growing company, with 20+ years in the Capital Region – offering IT on Demand to clients across the street, and around the globe. We are seeking local, hardworking, qualified candidates to join our growing team as we continue to expand.

The ideal applicants will be on a team of experienced professionals providing online live chat, support ticket / help desk, and phone based customer service to web hosting clients and other IT related services. Skills required include the ability to monitor and direct resources, resolving, and documenting customer issues and ability to create and maintain proper procedures to ensure the highest possible customer satisfaction.

Day to day duties include monitoring and maintaining servers and software related matters of both Linux and Windows based systems within our Albany datacenter. The candidate must have knowledge of general customer service to communicate effectively with clients and experience with Web Hosting or a directly related field.

Candidates should display a positive and proactive attitude, strong organizational skills, and the ability to prioritize and multitask. The position is perfect for an individual with willingness to learn and grow with a locally owned company.

Position Qualifications

- Customer service experience in a help desk or support role (at least 2 years)
- Experience with web hosting (IIS, Apache, PHP, MySQL or similar)
- Experience with email (POP, IMAP, SMTP, Outlook, Webmail)
- Experience with cPanel, Plesk, Direct Admin or similar products
- Experience with CMS or Web Applications (blogs, forums, contact forms, etc.)
- Familiarity with command line navigation of Linux Operating Systems
- Familiarity with virtualization technologies (VMWare, Xen, KVM)
- Ability to communicate professionally with clients both via phone and email
- Ability to monitor and direct resources, resolving, and documenting customer issues
- Ability to work and perform without direct supervision
- Strong Organizational skills and attention to detail
- Strong customer service skills

Position Duties

- Manage work queues, allocate resources as needed
- Interact with customers to resolve outstanding issues
- Work with team to provide superior customer service during shift
- Monitor and respond to alerts, alarms, and network anomalies
- Management and maintenance of server software and hardware
- Provision test and document new orders
- Other duties as required and assigned by management

Company Benefits

- Generous Paid Time Off
- 401(k) Retirement Account Program, up to a 4% match
- Long and Short Term Disability Insurances
- Life and Dismemberment Insurances
- Dental, Vision, and Health Insurances

This is a full time position, Monday through Friday 9am – 530pm, working from our Latham NY Data Center.

Salary based on prior experience.

TurnKey Internet is an Equal Opportunity Employer.

Send your resume and salary requirements to Jobs@turnkeyinternet.net
Please include the job title in the email subject line.

We look forward to hearing from you!