

## **Helpdesk/Jr. Systems Administrator** **St Paul, MN**

SBS Group of Companies is seeking a talented **Helpdesk/Jr Systems Administrator** to join the fast growing IT division. Our technical team is responsible for supporting a wide range of systems and technologies, with a continuous focus on learning and collaboration. The environment at the office is fun and fast paced, and we enjoy great relationships with our clients.

Please do not respond to this posting if you are unable to commute to the Twin Cities area. This position requires daily attendance on site at our Headquarters in St Paul. Out of town or remote candidates will not be considered.

The **Helpdesk/Jr Systems Administrator** is responsible for the following:

- Assist lead systems architects in the implementation and managing of systems built on the Microsoft Azure platform
- Assist in scripting and maintenance of the LabTech and ConnectWise systems
- Assist in on-boarding new clients
- Resolve inbound hardware, software or network technical support requests, via email, phone and web
- Document all customer interaction with high attention to detail and accuracy within ConnectWise system
- Remotely manage client systems using tools, i.e. LabTech, ScreenConnect
- Recognize and escalate more difficult problems
- Collaborate with team members to solve IT problems

We offer:

- Full time, flexible hours Monday-Friday, after hours occasionally required.
- Salary range of \$50,000-60,000 DOQ
- Medical, Employee and Family coverage
- HSA with contribution
- Dental
- 401k with match
- PTO and paid holidays
- Certification Test fee reimbursement

This position requires:

- Associates Degree in Information Technology, Computer Networking or related field
- 3+ years providing technical support with a managed IT services provider
- 1+ years providing systems administrations with a managed IT services provider
- Experience and understanding of:
  - Connectwise
  - LabTech
  - ScreenConnect
  - LogMeIn
  - Microsoft Azure
  - Microsoft Office 365 (Exchange Online, One Drive, Sharepoint)
  - Microsoft Windows, Windows Server
  - Cisco Meraki
  - ESET Security, Cisco Umbrella

- Active Directory
- Apple OS, Android, iOS
- Tenacious desire to solve complex technical problems
- Excellent written, verbal and interpersonal communication skills
- Excellent time management skills; ability to multitask and prioritize assignments
- Desire to learn new technology
- Positive and friendly attitude
- No Felonies due to work with Customs

SBS participates in E-Verify

SBS conducts pre-employment drug screenings

For consideration, please reply with your resume and salary requirements.