We are an IT consulting firm seeking a skilled IT support technician to handle support duties for various clients. The ideal candidate will have at least five years of experience in technical support as well as a technical education.

We provide IT support, networking, database administration, security, forensics, auditing, QA, project management and various other services primarily to small and mid-sized businesses. Most of our clients are located within the greater Boston and Metro West area. The technician will travel to many different client sites on a weekly basis. Therefore, a driver's license and a car is required for this role (gas mileage is covered when traveling to/from client sites).

The successful candidate will possess highly versatile technical skills as well as the ability to effectively communicate with customers in a professional manner. The candidate must have the ability to learn quickly, research solutions and seek information independently. Professionalism, reliability and technical skills are absolutely essential for this position.

Qualifications
* 5+ years of helpdesk / technical support experience
* Knowledge of Microsoft OS and Server environment
* Network Savvy - TCP/IP, DHCP/DNS/HTTP, LAN, Firewalls, Routers, Switches, VPN
* Certifications are a major bonus – Microsoft or Cisco (MCTS, MCP, CCNA)
* Bachelor's degree minimum

General Requirements
* Excellent critical thinking, reasoning, testing, troubleshooting and problem solving abilities
* Good written and verbal communication skills
* Highly motivated and reliable
* Interacts efficiently with clients, coworkers and business partners
* Professional business appropriate presentation
* Valid driver's license and a vehicle
* Authorization to work in the US

Please submit a cover letter with details regarding your experience and a resume in .doc(x) format to resume@amaral.com.