



New River Computing Inc. 104 Hubbard Street Blacksburg, VA 24060
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The Job (well it's really a career, not a job!)

IT Consultant/Technician

The Company:

New River Computing is the best IT provider in Southwest Virginia. We are lean, our engineers are brilliant, and our clients do amazing things. We have been in business forever, but we have the energy and enthusiasm of a startup. To be successful here it's best if you like adventurous activities, demand the most from yourself in everything you do, and are ready to work as hard as you play. We want this to be the last place you ever work. You'll grow with New River Computing; you might just be the next CEO!

The Role:

You will be troubleshooting all levels of technical network and workstation issues. You will be primarily working on desktops and laptops, and you'll expand your knowledge into other technology as well such as routers and servers. When you're ready, you'll be maintaining Active Directory domains, setting up networks, and taking on unique projects. In addition to troubleshooting, you'll have the opportunity to assist with designing/recommending solutions for our clients. You'll be doing a mix of proactive work, emergency support and projects. We live primarily in a Windows world with a bit of unique stuff like Macs and obscure third-party apps. You'll have all the autonomy you want when it comes to executing your ideas (we like big thinkers), however, you'll be assigned a Service Coordinator who will own your day. You will get to focus on what you love, technology, but will also have to focus on prioritizing client demands. You get to show up, implement your solutions, document what you did, and move on to the next challenge.

Requirements:

This is an entry to mid-level position for knowledgeable IT technicians with good bit of experience. You will succeed here if you know you will follow basic procedures such as entering all your notes and time entries before you move on to your next scheduled event. This is a mandatory requirement and immediate separation will occur if you demonstrate an unwillingness to comply, no matter how awesome you are! Sorry, it's a hard line.

We check references, professional and personal, and we do a criminal background check. If your references wouldn't refer to you as dynamic, friendly, can talk to anyone, motivated, driven, loyal, creative, competitive, hilarious, or some combination of those words, then you might want to apply somewhere else. We love people passionate about their hobbies; let your passions come through in your cover letter.

Specific Instructions:

YOU MUST INCLUDE A COVER LETTER! If you do not, we won't even open your resume.

Minimum Qualifications:

Here's the boring part:

- Minimum three years' experience troubleshooting workstations and laptops
- A basic understanding of Active Directory/DNS/DHCP
- A basic understanding of Routing, Switching, and Security
- Proficient in using Microsoft Office
- Familiarity with Office365/SharePoint
- Minimum 2-year college degree in any field of study
- Excellent oral and written communication skills, with demonstrated ability to articulate relevant information and directions in an organized and concise manner
- Proven analytical skills with ability to ascertain key information and create tickets for an efficient work-flow
- Reliable vehicle with insurance and acceptable driving record
- 100% clear criminal background
- Punctual and consistent attendance.

Preferred Qualifications:

Familiarity with ConnectWise applications including Automate, Manage, and Control, or other time and computer management tools

Here's a hint:

You're going to love this job. Fight for it! The quickest way to end up in the bad pile of resumes is to not customize your cover letter or even worse, not send us a cover letter. Help us fall in love with you by letting us get to know you in your cover letter. We hire primarily on personality and character... technical skills are everywhere.