



**Job Title:** Level 2 Technician

**Job Type:** Full Time

**Career Level:** Mid-Level

**Location:** Dallas

**Reports to:** Service Manager

**Salary:** Starting salary based on skills and experience

**Job Description**

**Responsibilities may Include:**

- Point of Escalation for Level 1
- Maintains SLA time on tickets
- Helps Level 1 with questions and makes support recommendations
- Answers overflow calls and creates tickets
- Maintains customer documentation
- Maintains an advanced knowledge of Labtech and Connectwise in-house systems
- Performs new client on-boarding
- Supports and maintains working knowledge of in-house cloud services
- Verifies, maintains and performs client backups
- Maintains an advanced knowledge of client backup software and procedures
- Maintains and supports routers\switches
- Maintains and adjusts client server configurations
- Maintains and supports VMware virtual server environments
- Excellent written and verbal communication and customer service skills with proven ability to work in fast paced environments
- Hands on experience and in-depth knowledge of networking technologies
- Self-starter that is able to collaborate actively with others in a cross-functional team
- Proven attention to detail and high standards for quality
- Excellent organizational/administrative/technical skills with agility to re-prioritize as necessary
- Represents Viyu in a positive and professional manner

**Qualifications:**

- Work in a team environment /Work well individually.
- Be self-sufficient /motivating.
- Travel 25-30% estimate (required). On Call rotation
- Manage workloads.
- Meet customer and internal deadlines for deliverables.

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**Required Experience:**

Bachelor degree in computer or electronics technology or graduate from an accredited two-year technical school with courses in Math, Basic Electronics, Networking, and/or Telecommunications is desired.

**About Viyu Network Solutions:**

*Innovative Solutions and World Class Support.*

Constantly growing in response to the needs of our customers in all sectors and verticals, VIYU offers custom IT solutions for every aspect of your environment. VIYU's goal is to foster long-term and mutually-beneficial relationships with our customers and partners, every single day.

Viyu is an equal opportunity employer. Employees are recruited, selected, trained, compensated and promoted without regard to race, religion, creed, color, gender, age, marital status, national origin, citizenship, veteran status or the presence of any disability not impairing the ability to perform the essential functions of the position with or without reasonable accommodation. Applicants must be currently eligible to work in the United States. We do not currently sponsor Visas. Please no third party agency contact to offer recruiting assistance.