

Purpose:

Three Wire Systems, LLC is a multi-faceted systems integrator providing program management and information technology solutions to the US Federal Government. We are currently looking to fill the position of IT Specialist. The candidate will be a motivated, articulate and a resourceful IT professional.

Location:

- Ebensburg, PA

Compensation:

- Competitive Salary
- Benefits Package(Health Insurance, 401k, life insurance)

Position Responsibilities:

- Troubleshoot computer hardware, software or network related problems
- Install new software on users computers
- Clean, modify and repair computer hardware
- Authoring training manuals
- Presenting training classes
- Provide good customer service to phone calls and/or emails
- Document, track and monitor trouble tickets from conception to resolution
- Research and evaluate new technologies
- Train users on specific tasks

Qualifications:

- Associates Degree with a focus on IT or the equivalent experience
- Minimum of 2 years technical support experience or the recognized equivalent in a combination of work experience and education.
- Excellent telephone skills, pleasant and friendly mannered
- Strong command of the English Language both verbal and written
- Able to work as part of a team and/or individually
- Experience with MS Operating Systems, MS Office, Desktop Troubleshooting, VPN remote access, and Symantec Antivirus.
- Must be able to provide telephonic technical support to end users on a variety of issues.
- Must be able to identify research and resolve technical issues in a timely manner.
- Must have a good understanding of IT security practices.
- Must have a good understanding of LAN/WAN technologies.

To apply please send your cover letter, resume and references to:

ifriend@threewiresys.com

or

**Jeff Friend
313 W. High St. Suite 116
Ebensburg, PA 15931**