

The **IT Solution Specialist** is responsible for the client experience, and relationship, post-sale through solution implementation. The IT Solution Specialist will help the client mesh their business needs with Greenbrier Technologies products and solutions. In addition, this position will provide reactive support for the IT Solutions. The IT Solution Specialist will work toward achieving an extensive knowledge of the Greenbrier Technologies product offerings while remaining flexible to the customer's needs.

Qualifications:

Minimum Requirements:

- Bachelor's degree in related field.
- 4 years' experience.
- Proficiency in Microsoft Office 365, SQL, SharePoint.
- Displays patience and a passion for customer service.
- Demonstrates a strong work ethic and personal integrity.
- Works well in team environment and interacts well with all levels of the organization.
- Proven ability to develop and maintain strong client relationships.
- Takes initiative for self-development and exhibits patience in learning new processes.
- Demonstrates excellent written and oral communication skills.
- Capacity to think analytically towards problems and solutions
- Ability to travel to clients and events.
- Experience in working with RMM tools and Managed Services
- Experience with Windows Clients, Servers, VMWare, and Mac OS

Preferred Requirements:

- A+, Net+, Server+
- Sonicwall Certification

- MCSA

Responsibilities:

- Install and Configure Networking equipment- Routers / Switches / Wireless.
- Install and Maintain Managed services clients thru RMM tool
- Extensive knowledge of Windows Based OS's and Virtualization (VMWare,HyperV)
- VOIP
- Installation and Implementation of Backup and Disaster recovery software & services
- SonicWALL Router installation and configuration
- Troubleshoot tickets created by Clients
- Maintain network and system security.
- Perform Site surveys
- Design and deploy both wired and wireless networks.
- Computer and Network Maintenance
- Server installation and configuration (Windows based)
- Working knowledge of OS X
- Email migration
- Administer servers, desktop computers, printers, routers, switches, firewalls, VOIP phones, smartphones, software deployment, security updates and patches.
- Work overtime as needed.