

Established in 1993 and headquartered in downtown Rochester, NY, LMT Technology Solutions ([www.LMTtech.com](http://www.LMTtech.com)), is expanding the team! LMT serves the Rochester, Buffalo, Finger Lakes, and New England region. Our team of over 30 employees provide IT Services and Solutions to companies across numerous industries such as professional services, healthcare, manufacturing, government, non-profit, and educational organizations.

### **Position Overview**

The primary responsibility of the IT Support Engineer is to provide remote support to our customers via phone and email. The position requires technical expertise, superior customer service, professionalism, and confidentiality.

Specific duties include, but are not limited to the following:

- Resolve customer issues by troubleshooting over the phone
- Perform diagnostics and troubleshooting of customers' application, hardware, network and procedural issues
- Refer issues to second-level support when necessary.
- Ensure accurate cataloguing of all calls handled within our CRM system
- Perform follow-up call-backs with customers
- Keep up-to-date on all Support Center processes and troubleshooting procedures
- Actively monitor Servers, proactively monitor log files and event viewer messages
- Actively monitor SPAM/Antivirus Filtering Software log

### **Required Experience and Skills**

- Passion and willingness to investigate issues until a resolution is discovered
- Experience with HP servers, workstations, printers and network switches
- Microsoft Windows Server, Exchange Server, SQL Server, Active Directory
- Knowledge of VMWare and/or Hyper-V a plus
- Microsoft 7, 8, 10, Office 365

- Demonstrated problem-solving skills, critical thinking ability
- Strong written and verbal communication skills
- Commitment to customer service
- Commitment to knowledge sharing among team members
- Self-motivated

### **Compensation**

LMT provides a very competitive compensation package which includes a competitive base salary, an annual bonus, long-term incentives and a Comprehensive Employee Benefits Package. LMT contributes up to \$725 per month to Benefit Packages which could include medical and dental insurance plans, Health Savings Account, Life and Disability Insurance, and a company matched 401k plan.

**HOW TO APPLY:** Submit cover letter and resume by email to: Alma M. Vieru  
[avieru@LMTnet.com](mailto:avieru@LMTnet.com)