L2 Field Technician

Remote · US · Full-time · **$60k–75k**

L2 Field Technician
Location: Charlotte, NC/Remote work options after training
Salary: $60,000 - $75,000 + Benefits
Benefits: Medical, Dental, Simple IRA w/match, Holidays, PTO, Travel Reimbursement
Job Type: Full-Time
Typical Hours: Mon-Fri; 40 hrs. (Flexible)
Travel: up to 50% local (day travel) only
Start Date: ASAP
Sponsorship not available

L2 Field Technician Description

Our client, a North Carolina–based Managed IT Services provider, is seeking a skilled L2 Field Technician to support their client base in the Charlotte area. This role blends onsite client support with remote help desk work and is ideal for a customer-focused technician who thrives in an MSP environment. You will support client infrastructure across Microsoft 365, Active Directory, networking, and end-user systems, while exercising strong judgment around onsite vs. remote resolution. The ideal candidate is technically capable, highly organized, and confident working independently in client-facing situations. This is an exciting opportunity with a small, agile, and growing company that will invest in your success by providing the technical training necessary to become an expert in the field.

Note: During the first two weeks, this role will require daily attendance to the Winston-Salem office to support onboarding and training.

L2 Field Technician Responsibilities

- Provide onsite and remote technical support to external clients
- Resolve 5–10 support tickets per day
- Manage and support Microsoft 365, Active Directory, Azure, and end-user systems
- Troubleshoot desktops, servers, networking, printing, and peripheral hardware
- Perform onsite hardware installations and new client onboardings
- Configure and deploy workstations, servers, and networking equipment
- Identify when onsite visits are required and optimize travel efficiency
- Interface with vendors for hardware and warranty support
- Maintain accurate documentation, procedures, and client records

L2 Field Technician Qualifications

- 3+ years of IT support experience required (MSP experience strongly preferred)
- Strong working knowledge of networking fundamentals (TCP/IP, DNS, DHCP, VPNs, wireless) required
- Proficiency with Active Directory and Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive)

required

- Experience installing, configuring, and supporting end-user hardware and servers required
- Excellent communication skills with a strong customer service mindset required

Apply: https://twonice.hire.trakstar.com/jobs/fk0z827/?apply=true

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