IT Support Specialist (MSP exp. req.)

Petoskey, MI · Full-time · **$65k–75k**

IT Support Specialist (MSP exp. req.)
Location: Petoskey, MI – Relocation Assistance Available!
Salary: $65,000- $75,000 + Benefits
Benefits: Medical, Dental, Vision, Disability, Life, Simple IRA, Holidays, PTO
Job Type: Full-Time
Start Date: ASAP
Sponsorship is not available
Relocation assistance is available

IT Support Specialist (MSP exp. req.) Description

Our client, a growing MSP, is seeking an IT Support Specialist to join its team in Petoskey, MI. This role is ideal for an experienced MSP professional who enjoys project-based work, implementing new technology solutions, and solving complex technical challenges. You'll lead client implementations, perform hardware and infrastructure deployments, troubleshoot technical issues, and ensure seamless transitions from implementation to ongoing managed services.
This position offers exposure to a wide variety of technologies and industries while working alongside an experienced team dedicated to delivering outstanding customer experiences.

IT Support Specialist (MSP exp. req.) Responsibilities

- Complete implementation projects on time and within budgeted hours.
- Perform new client onboarding and offboarding activities.
- Install, configure, and deploy servers, workstations, networking equipment, and other hardware.
- Provide on-site implementation and deployment support for client environments.
- Troubleshoot Windows, macOS, Microsoft 365, networking, printers, scanners, and mobile devices during implementations.
- Provide Day 0 support and ensure a smooth handoff to the Managed Services team.
- Create and maintain accurate technical documentation.
- Develop work estimates and recommend technical solutions based on project requirements.
- Participate in an on-call rotation and provide after-hours support as needed

IT Support Specialist (MSP exp. req.) Qualifications

- 2+ years of IT support within a Managed Service Provider (MSP) environment required
- Hands-on experience with Microsoft 365, Active Directory, and enterprise networking equipment required
- Strong understanding of networking fundamentals, including TCP/IP, DNS, DHCP, VPNs, firewalls, and wireless networking required
- Experience with ticketing systems and remote management tools required

Apply: https://twonice.hire.trakstar.com/jobs/fk0zpoe/?apply=true

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