**Support Technician II**

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Company: Pro-Vigil Surveillance Services

Location: United States

Category: other-general

About Pro-VigilHeadquartered in San Antonio, Texas, and providing video surveillance services, Pro-Vigil is a premier provider whether your property is a rural construction site or a downtown auto dealership, we provide the security you need with our mobile or permanent remote surveillance solutions. Our primary goal is to provide highly trained virtual guards armed with cutting-edge AI technology to monitor your business with the most advanced security solution on the market. From built-in audiovisual deterrents that stop criminals in their tracks to the best response time in the industry, Pro-Vigil protects your property better than cameras or security guards alone.The Support Technician II is responsible for providing technical support to clients by resolving various customer service issues a day. A commitment to excellent customer service is demonstrated by being purpose driven, providing personalized support and executing with tenacity. You will be empowered to leverage Pro-Vigil's ticketing platform and dashboards to manage your ticket queue and will work in a team environment to enhance your knowledge and that of your teammates. Successful candidates enjoy customer service-oriented support, possess knowledge across a wide range of technical topics, and thrive on finding solutions to technical issues in a fast-paced environment. Must be self-motivated, possess a sense of urgency and demonstrate critical thinking skills.Technical Knowledge & SkillsThis candidate will be expected to diagnose and resolve technical issues across a variety of hardware, software, and networking topics including but not limited to:Remote desktop supportDesktop applicationsComplex LAN/WAN environmentsVPN technologies (L2TP, IPsec, OpenVPN, etc.)Network security (Cisco, SonicWall, Cradlepoint, etc.)Virtualization technologies

(VMWare, Hyper-V, etc.)Various operating systems (Linux, MacOS, Windows)Audio/Video (Frame rate, Resolution. etc.)Security protocols (HTTPS, TLS/SSL, AES, etc.)Storage solutions (Synology, Qnap, etc.)Network protocols (TCP/IP, DHCP, DNS, etc.)Networking and configurations (Switching, routing, firewalls, etc.)Scripting knowledge and syntax (PowerShell, Bash, etc.)Ticketing Systems (ServiceNOW, Zendesk, Connectwise Manage, Remedy, etc.)Experience & Education5+ years' experience in a technical support, helpdesk, or network support position.Preferred certifications include CompTIA Linux+, Network+, CCNA but are not required.Strong technical background with specific knowledge in servers or networkingBachelor's Degree preferred, or equivalent combination of education, training, and experience.Other ExpectationsA general understanding of our industry is preferred.A familiarity with IT service delivery management principles, foundation, and concepts is helpful.Adherence to all job-related practices, policies, and procedures.Constant, quick, and accurate use of a personal computer, automation systems, and office equipment.Benefits401(k) with matchingHealth, dental, vision, and life InsuranceHoliday, floating holiday, and paid time offReferral program

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