



## **POSITION SUMMARY & FUNCTIONS:**

The I.T. Level II Support Technician is responsible for providing technical support in the use and application of IT systems and processes for the organization.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Provide support to end users for issues encountered on physical end user computers and virtual Microsoft servers, VMware, Azure AD, Office 365, Exchange, and third-party applications such as Quantum.

Provide technical support to end-users to include remote employees via phone, email, or in-person, addressing a wide range of hardware and software-related issues.

Diagnose, troubleshoot, and resolve technical problems efficiently, escalating complex issues to higher-level support teams when necessary.

Guide users through step-by-step solutions and offer advice to help them effectively utilize technology resources.

Set up and configure workstations, peripherals, and software applications for new employees, ensuring a smooth onboarding process.

Assist in managing user accounts, access privileges, and password resets in various systems.

Maintain accurate records of reported incidents, documenting troubleshooting steps and solutions in the ticketing system.

Collaborate with third party company to identify recurring issues and propose long-term solutions.

Operate the AV equipment to include sound system and video equipment as well as phone equipment to conduct digital and in-person meetings, live-stream and/or recorded meetings, business conferences, and other related events.

Consult with management to analyze computer system needs (i.e., system capacity, equipment acquisitions) for management information and functional operations. Researches and evaluates hardware to support the business.

Perform all other similar or related duties as assigned.

## **EDUCATION AND EXPERIENCE:**

- Minimum five years' experience in applicable field support, systems administration and providing help desk support to 100+ users and associate or bachelor's degree in computer science or related field or equivalent combination of education and experience.
- Prior experience in the aviation industry especially in an engine shop environment and with Quantum strongly desired.
- Professional certifications (e.g., CompTIA A+, Microsoft Certified IT Professional) a plus.
- Strong knowledge of Windows operating systems, Microsoft Office Suite, cloud-based applications, and various software applications is required.
- Understanding of networking concepts and protocols (TCP/IP, DNS, DHCP).
- Knowledge of remote desktop support tools.
- Must be able to have a sense of urgency and able to work efficiently under pressure and to tight deadlines.



**PROFESSIONAL ATTRIBUTES:**

- Proven record of delivering results on time, on budget, and to the highest standards
- Demonstrated initiative, drive, and resilience; action and results-oriented
- Team player, able to build strong relationships with individuals at all levels of the organization
- Self-confident, self-motivated & willing to assume a leadership role
- Demonstrated ability to make effective and sound decisions, problem solver
- Excellent communication and interpersonal skills
- Detail oriented, able to work independently and exercise judgment

**PHYSICAL/WORKING ENVIRONMENT:**

- The primary work environment is a standard office and aviation engine shop setting. This position will require standing, lifting, bending, walking, etc. for extended periods of time.

**TRAVEL:**

- Travel will be minimal but may be required from time to time and will be performed in accordance with Turbopower's travel policies.

**Interested, qualified candidates can submit their resumes for consideration to [resumes@turbopowerllc.com](mailto:resumes@turbopowerllc.com) and reference position title in the subject line.**

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