



E3R Help Desk Receptionist

E3R Opportunity, San Diego, CA; Help Desk Receptionist

Job Description: E3R is seeking candidate to fill a Help Desk Receptionist; Full Time; Onsite; Immediate

- * Perform System monitoring and verify the integrity and availability of hardware, network, and server resources and systems.
- * Provides technical support to users by troubleshooting problems and maintaining workstation and LAN performance.
- * Serves as the first point of contact for customers seeking technical assistance over the phone or email
- * Demonstrates proficiencies in telephone and front-desk reception
- * Responding to all customer inquiries in a polite and timely manner
- * Review System and application logs and verify completion of scheduled jobs, including system backups.
- * Install and upgrade software and maintain software licenses
- * Proficient in Microsoft applications such as Word, Excel, PowerPoint, SharePoint, and Outlook
- * Ability to work independently and as a team member
- * Ability to learn and apply technical concepts to assigned duties
- * Updating virus protection software to keep data and communications protected
- * Monitoring computer systems compliance to improve network performance for computer systems and networks
- * Communicating networking issues to other employees and management, especially in training new users
- * Fixing software and hardware configuration issues for users on-demand or from inspection of the systems
- * Must have three (3) years relevant experience

Requirements: Network + certification, IT degree seeking is highly preferred. Experience with Tenable and McAfee Platforms a plus.

Clearance: Secret is not required upon hire. Is required after onboarding.

Additional duties once clearance is obtained:

- Install, configure, and maintain an organization's local area network (LAN), wide area network (WAN), and internet systems or a segment of a network system, to include data communications network, operating systems, and physical and virtual servers.

Travel Requirements: None

How to apply: Interested candidates who meet the qualifications above should respond with a cover letter "email", completed application and resume to HR@e3rinc.com.

Company Description: Exceptional Employees for Exceptional Results (E3R) was founded June 6th, 2011, as a Service-Disabled Veteran Owned Small Business. Our company name reflects our business model. Corporate management and infrastructure do not provide direct support to our clients. Our employees do. If we attract and retain the best employees in our industry, we will be successful. If we fail to provide a quality workforce, nothing else matters. We achieve our purpose and our business success through hiring and retaining the very best employees in our industry.