



Meantide Associates, LLC is a cloud and managed service provider located in Dedham, MA. We are currently looking for some top notch technical talent to support our nationwide clients. Growth is possible, as our customer base is growing. We are looking for a long-term employee who will grow with the company.

Here is what we are looking for:

- Love of technology
- Help our clients use their IT assets to maximum potential while locating opportunities for improvement

Someone that will embrace our company values of providing top quality IT support and help our customers make the most of their IT assets in a friendly way. Customer communication and satisfaction is our priority.

### Requirements

- Help Desk Support Experience 3+ years
- Must be self-starter, and able to work with minimal supervision and able to multitask
- Experience working in a fast-paced IT environment
- Comfortable with troubleshooting wide ranging technical support issues that arise. We must take care of all issues, no matter how small
- Solid Windows server experience
- Solid Desktop support experience with Windows 7 and Windows 10, printers, and other office IT equipment
- Solid networking experience with switches, firewalls, routers, and connectivity issues
- Great problem-solving skills
- Communicates well both within your team as well as directly with customers
- Maintain and support systems, servers, firewalls, routers, switches, and a variety of software applications
- Write documentation in support of infrastructure
- Prepare equipment to be shipped to client locations
- Identify, troubleshoot, resolve data networking related issues and/or design network solutions
- Evaluate and recommend new or upgraded products to enhance product offerings
- Provide timely and accurate progress status on all ongoing support issues, with an emphasis on client satisfaction;
- Utilize in-house ticketing system to initiate and track all support issues;
- Valid MA driver's license and willingness to travel to client sites & reliable transportation
- Willingness to perform some after-hours support. However, you will not be overburdened!
- Travel to local clients and possibly occasional US based locations required.

### Bonus

- Experience with industry standard MSP tools like: Connectwise and Solarwinds MSP
- AWS, Office 365 & Azure Administration and deployment
- VMWare/Hyper-V experience
- BDR experience

Paid time off, friendly work environment, office has workout center and swimming pool. Some remote work may be possible.

Compensation DOE. This is a great opportunity to get in on the ground floor of an emerging MSP. Please submit resume and cover letter to [info@meantide.com](mailto:info@meantide.com). We look forward to hearing from you!

Phone 855 MEANTIDE [info@meantide.com](mailto:info@meantide.com) [meantide.com](http://meantide.com)

MEANTIDE Associates, LLC