



Level 2 Service Desk Technician

Who Are We?

Decisions Ltd is a Bermuda-based, full-service IT consulting firm focused on small- to medium-sized businesses. Decisions provides Cloud Solutions, Managed IT Services, General IT Consulting, and Smart-Hands Support Services. The company has served the Bermuda market for more than 30 years.

Who Are Our Clients?

Decisions serves a variety of clients, including government agencies, high net worth individuals and private companies covering in multiple industries including insurance, financial, construction, healthcare, manufacturing, nonprofit (charities) and professional services.

Who Are We Looking For?

Decisions is looking for the RIGHT person, not just any person to take on a new Level 2 Service Desk Technician position. Our biggest asset is our team, and we are always looking for new members that are committed to their technology craft and have a passion for their job.

The Job

Our next tech support team member super star will join us as a full-time employee with a 6-month probation period. The right candidate will join an IT support team that loves to work with all of our clients as well as play with new technologies that might be used to deliver exceptional customer experiences. We only use best-in-class business technologies. No freeware or consumer grade products. We use Enterprise class remote monitoring and management (RMM) and professional services automation (PSA) tools to proactively manage our client environments 24/7/365 with international offices.

The Requirements

- Must have a minimum of 2 years post-secondary education in Network/IT/computers.
- Previous experience with Avaya IP office manager is a plus.
- 2-3 Years Network System Administration experience.
- Operating Systems: Windows 10, Windows Server 2016.
- Experience with Cloud, specifically Microsoft Azure is a plus.
- Experience with Citrix is a plus.
- Proven experience working with Windows XP, Windows 7, Windows 8, Windows 10 as well as Apple OS X in a business environment.
- Proven experience working with Microsoft Office Suite including 2007, 2010, 2013 and 2016.
- Ability to install, configure, administer and troubleshoot a wide range of desktop hardware and software.
- Basic understanding of PowerShell
- Experience with Microsoft Exchange, Microsoft 365, Gmail and other emailing apps
- Experience with installing, configuring, administering and troubleshooting Microsoft Windows Server 2003 / 2008 / 2012 / 2012 R2 including Active Directory
- Experience with installing, configuring, administering and troubleshooting Linux
- Experience with networking concepts including TCP/IP, OSI model, routing, switching, VLANs, subnetting, super subnetting and other networking concepts
- Experience with networking hardware including Cisco, SonicWALL, routers, NG firewalls, switches and VPN appliances
- Experience with an assortment of back-up hardware including tape drives, USB drives and Disk-to-disk systems
- Experience with RAID including various RAID controllers and general RAID knowledge
- Experience with building, mounting, breaking, hot spare, RAID 0/1/5/6/10
- Experience with virtualization platforms including VMware and Hyper-V
- Perform level 2 tech support fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and application
- Document any and all changes to client environments as well as applying the latest industry "Best Practices"
- Create new and follow existing check lists to ensure a consistent result for routine and common tasks within our proactive IT management services
- Proactively access software updates, drivers, knowledge bases and FAQ resources on the Internet/intranet to aid in client tech support problem resolution
- Assist level 1 technicians with any tech support issues requiring assistance
- Some after-hours and on-call work required

What We Offer

- Competitive remuneration: salary, commission, and bonus opportunity
- Employee benefits package
- Training, coaching, and mentoring within a challenging and rewarding work environment.
- Opportunity for personal and professional growth with the possibility for advancement within the Company

Resume Submission

- Email: resumes@decisions.bm
- A current Criminal Background Check must be completed prior to commencing
- Previous applicants need not apply

Deadline for Applications is 29 April 2022