
Job Description

Cloud South is a fast-growing provider of dedicated servers, colocation facilities, and remote desktop computer services. We are looking for a Facility Engineer – level 1, Our ideal candidate will be a “go-getter”, whom works well independently, as well as with the team.

If you are looking for entry into a growing and dynamic company and possess the needed skills, please apply.

Facility Engineer Level 1

The Facility Engineer Level 1 is expected to provide services in entry level help desk and setup of dedicated servers.

The right candidate must be comfortable working with building, installing and maintaining servers. Day to day customer Support and answering trouble tickets.

The right candidate must also be detail oriented, enjoy technology, and have a drive to learn.

Technical skills

- IT helpdesk experience and knowledge of basic PC repair skills
- Maintain, test and evaluate hardware
- Knowledge of multiple operating systems (Windows Server 2012, 2016, Linux) and related utilities and hardware
- Knowledge of TCP/IP configurations
- Experience using Microsoft Office products such as Word, Excel, and Outlook for documentation and communication
- Detail-oriented, systematic troubleshooting and problem-solving skills
- Strong and personable communication skills, including verbal, face-to-face, and written
- Ability to quickly assess situations, troubleshoot complex problems and keep calm under tight time constraints and high pressure
- Demonstrate willingness to be flexible and adaptable to fast changing priorities and schedules
- Ability to work well with a team
- Strong understanding of customer service methods and theory

Education/Licensure/Certification

A.S. degree in Computer Science, CompTIA certifications, or combination of technical experience and education.

Job Type: Full-time