

## **Data Center Technician – Tier 1/Hosting Operations Team (ENTRY LEVEL)**

**Recovery Point Systems**, Germantown, MD 20878

**US Citizens Only**

**Background check required**

### **About Us**

Recovery Point Systems, a privately held, rapidly growing MD I-270 technology company, delivers world class traditional and cloud-based disaster recovery and business continuity solutions to governmental and commercial clients across the U.S. Recognized as an industry leader by Gartner®, Forrester® and other leading industry analysts, we seek talented, dynamic individuals to join our team.

### **Job Description**

Recovery Point seeks motivated individuals, with a demonstrated interest in pursuing a career in IT, for an entry level position with promotional opportunities. A successful Data Center/IT Service Desk Technician will be responsible for providing “Tier 1” support to clients. This involves:

- Provide Tier 1 physical and remote customer service support for customers and internal, remote colleagues in a 24/7/365 facility.
- Perform rack & stack tasks for customer IT equipment as required.
- Perform routine network operation tasks including IT equipment handling and troubleshooting, processing interconnection circuit orders, and general site support.
- Monitor the Critical Facilities Monitoring System and provide reactive/notification/escalation services as required to address alarm events.
- Perform daily walkthroughs of the facility to visually check and collect readings from all critical electrical/mechanical equipment and monitor overall facility conditions.
- Assist with physical security monitoring through use of cameras, access badges, door alarms and notifications.
- Manage customer & internal package deliveries through receiving, handling, storing, asset tagging, asset management and shipping.
- Answer client calls, email, and other inquiries in a professional manner, and coordinate the appropriate resources to resolve client issues.
- Assist in client deployment strategies and facility expansion planning.
- Open Crisis Bridge and participate as necessary in response to critical events.
- Monitor and assist Customer Support requests through use of a Web-based ticketing system including access requests, Remote Hand troubleshooting, and processing orders.
- Sign visitors in and out of the facility and escort authorized personnel as required.
- Monitor and assist during planned outages or maintenance windows.
- Maintain detailed logs of all events, anomalies, inventory, and work tickets.
- Maintain ethical, professional, and courteous relations with contractors, tenants, and colleagues.

## Required Skills

A Data Center/Service Desk Technician candidate must possess the following:

- Demonstrated interest/aptitude for pursuing a career in IT
- Proven ability to communicate with customers
- Strong work ethic with ability to follow directions/planning and organizational skills
- Self-motivated, initiative taker
- Excellent communication and interpersonal skills and a team player
- Proficient with computer, commonly using email and Microsoft Office Suite
- Strong troubleshooting, problem solving, multitasking and organization skills
- Ability to work cross-functionally with ease

## Education/Experience

- High school diploma required
- IT technical training preferred, such as CompTIA/A+ certifications (or willingness to take/pass exam within six months of employment)
- Ability to satisfy a background check

## Compensation/Benefits

Recovery Point offers a competitive salary and benefit package, including group medical/dental, life insurance and 401K.

Sponsorship of motivated employees for training to qualify for additional appropriate higher level IT credentials.

**Job type:** Full-time

Equal Opportunity Employer

Job Applicants Only; NO RECRUITERS