



Are you excited to help build the infrastructure of the cloud and help companies across the globe with their mission critical data center needs? Are you a self-motivated individual with a desire to learn and excel in a customer-centric environment? Would you enjoy working closely with our teams to support the day-to-day operations of building and managing several large-scale data centers?

Then you may be just who we're looking for to join our team as an **IT Help Desk Technician** reporting to the VP of Corporate Information Technology.

Our purpose at CloudHQ is to provide flexible, efficient and resilient data center solutions to businesses of all sizes. Our small, yet impactful, organization was founded by the pioneer of data center REITs. CloudHQ has state of the art data center sites under control in two Northern Virginia locations and London, Frankfurt and Paris and we anticipate exponential growth over the next several years in the US and abroad. This position is based in our DC headquarters, just a short walk from the Metro Center station.

You might be a good fit if you:

Are focused on delivering solutions: This role is a pivotal part of ensuring that technology runs smoothly for our Corporate CloudHQ team members in Washington, DC. You will perform desk-side, phone, remote, and site support. Using your strong problem-solving skills, you will identify complex problems and review related information to develop, implement and evaluate solutions. You will install and configure Microsoft Office 365, Windows 10 operating system, cloud-based and other third-party software. We'll entrust you with important responsibilities such as setting up new user accounts, maintaining inventory, monitoring updates, and performing routine maintenance and you'll get involved in other IT projects as you grow.

Are driven to achieve your goals, yet flexible: We expect all our team members to be highly motivated to work in an environment that values innovation and understands that the nature of our business sometimes leads to changes in priorities. Your desire for success will ensure that projects are moving forward, with a sense of urgency, regardless of the challenges. A sense of humor helps.

Can meet these basic qualifications & attributes: Do you have 1-3 years of technical support experience in a customer-centric environment? Have you completed at least a Bachelor's Degree in IT? Experience and/or education in computer networking, PC/Mac environments, server support, phone system administration, Cisco hardware, Exchange, and cloud environments is highly desired. Does your schedule allow for commuting to Washington, DC? Do you have availability for on-call support and the occasional weekend or after-hours support? You also will need to be able to demonstrate your ability to multi-task and be self-motivated. Continuous self-learning of new technology is expected.

Sound like you? Then let's chat more! We'll be happy to tell you more about our culture, our values and the benefits & perks of working with us, such as: 401(k) match that vests immediately, annual bonus opportunities for all team members, 11 paid holidays plus generous PTO and a casual and collaborative environment.

Here's how you can apply: Send us your resume to HR@CloudHQ.com with a short note that describes your experiences and why you're excited about this role.