



IT Support Technician – [Apply Here](#)

Company Summary

Our purpose at CloudHQ is to provide flexible, efficient and resilient data center solutions to businesses of all sizes. Our growing organization was founded by the pioneer of data center REITs. CloudHQ has state-of-the-art data center sites located in two Northern Virginia locations, as well as London, Frankfurt and Paris, and we anticipate exponential growth over the next several years both in the US and abroad. This position is based in Washington DC with additional accountability for sites in Northern Virginia and remote users.

This Role

This IT Support Technician is a pivotal part of ensuring that technology runs smoothly for our CloudHQ team members, third-party vendors and support personnel. You will perform desk-side, phone, remote, and site support for our data center team. Using your strong problem-solving skills, you will identify complex problems and review related information to develop, implement and evaluate solutions.

Responsibilities

We will entrust you with specific responsibilities including:

- Install and configure Microsoft Office 365, Windows 10 operating system, cloud-based applications and other third-party software
- Set up new user accounts
- Provide basic system and software training for users
- Respond to IT support requests, prioritizing needs, diagnosing issues, providing a resolution, and/or escalating requests
- Maintaining equipment inventory
- Monitoring system updates and performing routine maintenance
- Continuous self-learning of new technology is expected
- Special projects as needed

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.

Keys to Success

- Experience and/or education in computer networking, PC/Mac environments, server support, phone system administration
- Experience with Microsoft Office 365, Windows 10 operating system, remote desktop support systems, and other third-party software
- Strong communication skills with excellent customer service orientation
- General knowledge of the General Data Protection Regulation (GDPR)



- Ability to prioritize, multi-task, and be self-motivated
- Availability for on-call support and the occasional weekend or after-hours support

Preferred Qualifications:

- Cisco hardware, Exchange, and cloud environments is highly desired

What we Offer

CloudHQ's people and culture are the most enriching aspects that make us a great place to work. We are strengthened by industry experts who bring extensive knowledge, skill, and experience, leaders who bring vision, innovation and commitment to our people, and an expanding team of individuals who believe in that vision, and bring their best to support their customers and team.

Our employees enjoy competitive compensation and rewarding incentives, comprehensive benefits (medical, dental, vision, life insurance, disability), 401(k) with match, 11 paid holidays, generous PTO, development opportunities, and the ability to closely impact and contribute to the growth of an exceptional organization.

Equal Employment Opportunity

CloudHQ is an equal employee opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, age, national origin, disability, sexual orientation, gender identity or expression, marital status, genetic information, protected veteran status, or other legally protected status.