

Technical Team Supervisor

Duties:

Responsible for providing architectural guidance, consultancy, development of complex, multi-tiered network environments, providing leadership and guidance for assigned Support Team staff to meet established SLAs, project objectives, and customer experience goals. The Technical Team Supervisor is accountable for training, documentation, best practices implementation, and process optimization. This individual is also involved with evaluations Hawai'i, recruitment, hiring, and overall business strategy. Will serve as a resource to assigned team members and offer technical expertise and share knowledge to a range of scenarios. Will be an escalation point for issues that cannot be resolved by the Support Team. May be required to perform Support Team responsibilities as necessary.

Ideal candidate must possess excellent problem-solving and communication skills, must be service-oriented, and demonstrate a passion for technology and servicing Hawai'i businesses.

Education/Experience:

- Bachelor's degree in Computer Science or related IT or business field preferred.
- Minimum 2 years experience managing a technical team.
- Minimum 4 years experience performing technical support in an IT environment.
- Experience with Windows server/desktop environment, roles, features, operating systems, applications, networking, hardware, and printing.
- Experience with virtualization (VMware, Hyper-V).
- Experience with Network administration (Firewall, Switches, Wireless).
- Knowledge of IT Infrastructure, Business Applications, and Help Desk technology.
- Knowledge of BCP/DR/Backups.
- Experience with RMM, PSA, and other MSP tools.
- Experience with Azure and Office 365.
- Project management experience a plus.
- Equivalent amount of education, experience, and/or training will be considered.

Certifications/Licenses:

- Must maintain approved Microsoft technical certification.
- Valid Hawai'i driver's license and use of own vehicle required.

This position requires proof of vaccination. The Company requires that all employees be vaccinated or be approved for a medical or religious accommodation.

Pacxa is an Equal Opportunity Employer.