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Technical Support Specialist

Trillium Teamologies, Inc. (TTI) – a certified Women’s Business Enterprise (WBE) – delivers exceptional solutions addressing the diverse business demands of global industry leaders, and drives these opportunities from its headquarters built in 1996 in downtown Royal Oak, Michigan. TTI partners with trusted bellwethers such as Microsoft; Dell; Cisco; HP; X-IO, and many others to support our objective of providing the highest ROI for our selective clients. TTI’s team of experienced leaders and ardent consultants are the foundation that ensure we maintain the superior strategic capabilities our customers rely on.

TTI team leaders work directly in the design, development and deployment of some of the most innovative technology solutions for companies who are pioneers of industry. TTI works closely with our clients and technology partners to form long-term mutually beneficial relationships. This creates exclusive opportunities for unique individuals who are inspired, self-motivated, driven leaders, truly passionate about their work and working with cutting edge technologies.

TTI is seeking extraordinary high-caliber individuals who are craving uniquely satisfying long-term career opportunities working with advanced technologies. Individuals must have the background, backbone and track record to validate they can walk the talk. These unique career opportunities are ONLY for the highest quality, most dynamic individuals – others need not apply.

Career Opportunity

Looking for a motivated Part-Time individual to provide technical support, advice, and assistance to end-users with hardware, software systems, and other technical needs.

Individual must be self-motivated, organized, and analytical. Looking for an individual interested in expanding their knowledge and experience in to and including servers, networks, digital security, etc. Must be able to manage all hardware help desk issues, solve technical problems, troubleshoot and research solutions and or identify necessity of escalation to the CTO.

- Provide helpdesk support and resolve problems to the end user’s satisfaction.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk.
- Modify configurations, utilities, software default settings, etc. for the local workstation.
- Assist with PC and Phone setup of new users.
- Install, test, troubleshoot and configure workstations, peripheral equipment and software.
- Assign users and computers to proper groups in Active Directory.
- Perform necessary documentation and maintain asset logs.
- Perform timely workstation hardware and software upgrades as required.
- Advanced problem solving skills are a necessity.
- Install operating systems and software.
- Uphold all corporate security requirements for all systems and documents.
- Learn and apply industry best practices.



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Required Knowledge and Experience

- Troubleshooting and supporting hardware, software, network, and servers.
- Basic networking (TCP/IP, DNS, DHCP).
- Keen attention to detail.
- Must be able to lift, carry and relocate desktop/network equipment, approximately 30lbs.

Additional Preferred Skills/Knowledge

- Experience with Active Directory and Windows Server 2008/2016.
- SharePoint Administration.
- Firewall Administration.
- Installing and configuring SQL servers.
- Performing server back-ups.
- Network storage.
- Group Policy.

Education and Experience

- A two or four-year degree in an IT, Computer Science or related field is preferred.
- Part-time internship, CO-OP or summer employment with high potential leading to a full-time employment opportunity for the right individual.

Contact Us

Please forward your credentials and an introduction as to why you are the right future TTI teammate for us to: careers@trilliumteam.com