

## Job Description:

Modernizing IT systems presents numerous difficult requirements that cannot be easily fulfilled without shifting the focus of business expertise and compromising the quality of customer service. At Guga Technology Solutions LLC, we aim to assist organizations facing these challenges by offering IT and CRM solutions that reduce the need for a focus shift and enable them to continue serving their customers. Our team is dedicated to managing their IT modernization and network security needs, allowing them to concentrate on delivering excellent customer care. We are looking for skilled professionals to join our team and contribute their expertise to serving our internal projects or healthcare clients and other ongoing and upcoming projects.

At Guga Technology Solutions LLC, we are committed to providing equal opportunities to all applicants. We do not discriminate against any candidate on the basis of their race, religion, color, national origin, gender, age, sexual orientation, gender identity or expression, protected veteran status, or disability status. All qualified individuals will be considered for employment, and we welcome diversity in our workforce.

Location: Saint Joseph, Missouri, United States (US)

Onsite/Remote: Onsite Position

## Responsibilities:

- Provide first-level technical support to clients, addressing hardware, software, and network issues.
- Assist in the setup and maintenance of computer systems, printers, and other IT equipment.
- Ensure desktop computers and peripherals interconnect seamlessly with other systems including File Servers, Email Servers, Application Servers, etc.
- Troubleshoot basic IT problems and escalate complex issues to senior IT staff.
- Support the maintenance of network infrastructure and security protocols.
- Recommend and perform upgrades to systems or software.
- Contribute to IT projects, such as software upgrades, system implementations, and data management tasks.
- Document IT procedures and solutions for future reference.
- Assist in managing and maintaining company databases and software applications.
- Stay up-to-date with the latest IT trends and technologies.
- Recommends and implements systems policies and standards, ensuring adherence to security and other procedures.
- Function as the helpdesk point of contact, oversee the helpdesk software and tracking of work orders.

- Work with IT Manager as appropriate to determine and resolve technical problems received from the clients.

#### Technical Skills:

- Basic understanding of computer hardware, software, operating systems (Windows, macOS, Linux), and networking concepts.
- Familiarity with troubleshooting common IT issues.
- Basic knowledge of network security principles.

#### Soft Skills:

- Strong problem-solving and analytical skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong attention to detail and organizational skills.
- Customer service orientation with a patient and helpful attitude.

#### Qualifications:

- Bachelor's degree in technology, Engineering, Computer Science and/or related fields.
- Minimum of 1-2 years of practical experience in an IT-related role or equivalent experience gained through internships, projects, or academic work.