

General Computer Development (GCD)

Job Description: Technical Services Specialist III

Position Title:	Technical Support Specialist III
Department:	Technical Services
Employment Type:	Part-Time / 1099 Contractor (30 hours/week)
Location:	Hybrid / Local Client On-Site Support as Needed

Role Overview

Great opportunity to work at a growing, local IT managed services provider delivering high-level technology solutions to small and mid-sized businesses. As a senior member of the Technical Services team, you will have substantial opportunities to expand your technical leadership and develop your career.

We are seeking an experienced, proactive **Technical Support Specialist III** with a passion for problem-solving and systems administration. In this role, you will handle advanced technical escalations, manage infrastructure projects, and interface directly with customer stakeholders, delivering solutions with exceptional customer service and technical excellence.

Key Responsibilities

- **Infrastructure & Systems Deployment:** Deploy, manage, and administer Microsoft 365, Microsoft Entra ID (Azure AD), Active Directory, Group Policy, Windows Server environments, and virtualization platforms (Hyper-V / VMware).
- **Network Administration & Hardware:** Install, configure, troubleshoot, and maintain routers, firewalls, managed switches, VLANs, VPNs, wireless access points (WAPs), and network printers across customer environments.
- **On-Site & Escalation Support:** Perform scheduled and emergency on-site diagnostic visits and hardware/network troubleshooting that cannot be resolved remotely.

- **Infrastructure Projects:** Plan and execute technology refresh projects, infrastructure migrations, and scheduled system upgrades.
- **Rack & Cabling Standards:** Rack, cable, label, and document server, storage, and networking hardware according to GCD engineering standards.
- **Preventive Maintenance:** Conduct regular system health checks, audit backup and disaster recovery solutions, and ensure environments comply with cybersecurity best practices.
- **Documentation & Asset Management:** Maintain comprehensive, up-to-date network diagrams, asset inventories, configuration records, and change-management documentation.
- **Vendor & Client Coordination:** Liaise with third-party technology vendors, communicate project status to customer leadership, and conduct client handoff and training when deploying new systems.

Qualifications & Requirements

Technical Qualifications

- Minimum 3–5 years of progressive IT infrastructure support and systems administration experience.
- Proven track record in senior-level support (Tier 2 / Tier 3 support experience essential).
- Strong administration expertise in Microsoft 365, Microsoft Entra ID (Azure AD), and SharePoint.
- Proficiency supporting Microsoft Windows Server environments (2016–2025), Active Directory, and Group Policy.
- Hands-on experience configuring and maintaining Hyper-V and/or VMware virtual environments.
- Solid networking foundation including TCP/IP, DNS, DHCP, VLAN segmentation, site-to-site VPNs, and firewall configuration.
- Experience implementing and testing backup, business continuity, and disaster recovery solutions.
- Thorough understanding of baseline security configurations and modern cybersecurity best practices.
- Multi-platform troubleshooting expertise across Windows OS, macOS, client endpoint hardware, and peripherals.

Operational & Professional Requirements

- Fluency in English (both written and verbal) with excellent interpersonal communication skills.
- Strong technical documentation capabilities (network diagrams, step-by-step procedures,

knowledge base articles).

- Ability to work independently at customer sites and manage multiple technical priorities effectively.
- Valid driver's license, clean driving record, and reliable personal transportation to travel across the local service area.
- Physical capability to lift and install server and networking equipment up to 50 lbs.
- Flexibility to participate in scheduled after-hours or weekend maintenance windows when required.

Education Requirements

- High School or equivalent
- Some college preferred

Core Competencies

- **Customer Focus:** Dedicated to building trusted client relationships and delivering exceptional service quality.
- **Analytical Troubleshooting:** Methodical root-cause investigation and calm problem-solving under pressure.
- **Time Management:** High degree of initiative, punctuality, and ability to self-direct workloads to meet SLAs.
- **Collaboration:** Proactive team player committed to continuous technical development and knowledge sharing.

Preferred knowledge

- Knowledge of Spanish language

Application Instructions

To apply, please follow a 2-step process:

1. Submit your resume and relevant certifications or information to careers@gcdus.com.
2. Complete a Job Application: [Job Application: Technical Specialist Level III – Fill out form](#)