WE'RE HIRING!

IT Support & Network Technician - Level 2 (MSP)

Diego Technologies Inc. | diegoTECH

Location: Yuma, Arizona

Employment: Full-Time | Primarily On-Site & Field-Based

Compensation: $25.00-$32.00 per hour, depending on experience and qualifications

Schedule: Standard business hours, with occasional after-hours and emergency support

About diegoTECH

Diego Technologies Inc. (diegoTECH) is a Yuma-based technology solutions provider specializing in Managed IT Services, business networking, cybersecurity, backup and disaster recovery, and technology infrastructure.

We help businesses maintain secure, reliable, and efficient IT environments through proactive monitoring, preventive maintenance, and responsive technical support.

We are looking for an experienced **Level 2 IT Support & Network Technician** who can independently troubleshoot technical issues, manage support requests, and deliver exceptional service to our business clients.

This is a hands-on technical position combining remote support, client-site visits, network troubleshooting, systems administration, and proactive IT maintenance.

Primary Responsibilities

Technical Support & Client Service

- Provide Level 2 remote and on-site technical support for business clients.
- Independently diagnose and resolve hardware, software, operating system, and connectivity problems.
- Troubleshoot Windows 10/11 workstations, Microsoft 365, Outlook, printers, and business applications.
- Manage assigned support tickets from initial response through resolution.
- Communicate professionally with clients and provide timely status updates.
- Escalate complex issues appropriately while maintaining ownership of client communication.

Network & Systems Support

- Install, configure, and troubleshoot managed switches, routers, firewalls, wireless access points, and VPN connections.
- Diagnose LAN/WAN connectivity, DNS, DHCP, TCP/IP, VLAN, and wireless networking issues.
- Support Windows Server environments, Active Directory, Group Policy, and user permissions.
- Assist with server maintenance, system updates, and network infrastructure projects.
- Troubleshoot network performance and connectivity using appropriate diagnostic tools.
- Maintain accurate client network diagrams, configurations, and equipment inventories.

Managed IT Services & Cybersecurity

- Monitor client systems using Remote Monitoring and Management (RMM) platforms.

- Perform patch management, preventive maintenance, and endpoint health checks.
- Assist with endpoint protection, firewall security, MFA, and cybersecurity best practices.
- Monitor backup jobs, investigate failures, and perform backup restoration tests.
- Support business continuity and disaster recovery solutions.
- Identify and report security vulnerabilities, recurring issues, and potential infrastructure risks.
- Follow established cybersecurity procedures and documentation standards.

Technical Documentation & Operations

- Document troubleshooting steps, resolutions, configurations, and service activity.
- Maintain accurate service tickets and time entries within company systems.
- Assist with client onboarding, workstation deployment, and IT infrastructure transitions.
- Work collaboratively with management and other technicians on technical projects.
- Identify opportunities to improve client environments and reduce recurring support issues.

Required Qualifications

- Minimum 3 years of professional IT support experience, including meaningful Level 2 troubleshooting responsibilities.
- Strong experience supporting Windows 10/11 and Microsoft 365 business environments.
- Working knowledge of Active Directory, Windows Server, DNS, DHCP, TCP/IP, and VPN technologies.
- Hands-on experience troubleshooting business networks and network equipment.
- Ability to diagnose and resolve technical issues independently.
- Experience with remote desktop support and ticketing systems.
- Strong organizational, documentation, and time-management skills.
- Excellent verbal and written communication.
- Ability to work directly with clients in a professional business environment.
- Valid driver's license and reliable transportation.
- Ability to meet applicable client-site background and access requirements.

Preferred Qualifications

- Previous experience working for a Managed Service Provider (MSP).
- CompTIA A+, Network+, Security+, or equivalent certifications.
- Experience with Sophos firewalls and cybersecurity products.
- Experience with Datto backup and disaster recovery solutions.
- Familiarity with Datto RMM, HaloPSA, or similar MSP platforms.
- Experience with Microsoft Entra ID, Intune, and Microsoft 365 administration.
- Experience configuring VLANs, managed switches, firewalls, and site-to-site VPNs.
- Familiarity with virtualization, including Hyper-V or VMware.
- Experience with IT Glue or similar technical documentation platforms.
- Basic structured cabling and low-voltage installation experience.

Ideal Candidate

The ideal candidate is technically capable, dependable, organized, and comfortable working independently. We value technicians who take ownership of problems, communicate effectively, and understand that customer service is just as important as technical ability.

You should be comfortable working in a fast-paced MSP environment where priorities can change throughout the day.

Working Conditions

This position is based in Yuma, Arizona, and requires a combination of office-based work, remote technical support, and travel to client locations.

Occasional after-hours, weekend, and emergency support may be required. On-call assignments may be scheduled according to business needs.

The position involves working at desks, standing, bending, accessing network equipment, and lifting equipment up to 50 pounds independently. Heavier items require assistance or appropriate lifting equipment.

Security Requirements

- Must be legally authorized to work in the United States.
- Must possess a valid driver's license.
- Must meet applicable background screening requirements.
- Must be eligible for a U.S. government Secret security clearance if required by assigned government contracts.

Compensation

$25.00-$32.00 per hour, depending on experience, qualifications, and technical capabilities.

Opportunities for professional development and advancement in networking, cybersecurity, and managed IT services.

Apply

Submit your resume, relevant certifications, and a summary of your experience supporting business IT environments.

Diego Technologies Inc. (diegoTECH)
Yuma, Arizona
www.diegotech.com