https://dlctechnology.com/job/technical-support-analyst/

Technical Support Analyst

Hiring organization
DLC Technology Solutions, Inc.

Employment Type
Full-time

Job Location
777 Route 70E, 08053, Marlton, NJ, USA

Base Salary
$ 60000 - $ 80000

Date posted
November 13, 2026

Valid through
07.12.2026

Description

DLC Technology Solutions, Inc. is seeking an experienced Technical Support Analyst who enjoys solving problems, helping people, and taking ownership of their work. You'll provide first- and second-level technical support, deliver onsite services at customer locations, and assist with technology projects across a variety of customer environments.

This role combines daily user support with hands-on work involving computers, Microsoft 365, business applications, networking, and phone systems. The ideal candidate brings sound technical judgment, a strong customer service focus, and the initiative to follow issues through to resolution while recognizing when to involve other team members.

This is a full-time position reporting to the Operations Manager, with an annual salary of $60,000–$80,000, commensurate with experience, plus benefits.

Schedule and location

Regular hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. The position also participates in an after-hours on-call rotation for urgent support needs. After-hours call volume is typically low, approximately one to five calls per month.

Work is performed primarily at our main office in Marlton, NJ, with occasional visits to customer locations throughout Southern New Jersey. No overnight travel is required. Mileage for customer visits is reimbursed at IRS rates.

Following onboarding and demonstrated ability to work independently, some remote work may be available as scheduling, customer needs, and job responsibilities permit.

How to apply

Complete the application form below and submit your résumé. Include a brief response describing your interest in the role and the experience or skills you would bring to our customers and team.

Responsibilities

- Provide timely, courteous first- and second-level technical support by phone, email, remote connection, and onsite visits.
- Troubleshoot end-user computers, operating systems, business applications, printers, peripherals, and connectivity issues.
- Perform Microsoft 365 administrative changes, including user accounts, licenses, groups, mailboxes, and access permissions.
- Provide basic support for business phone systems and VoIP services, coordinating with vendors or other team members as needed.
- Configure, deploy, and maintain computers and related equipment, including operating systems and application software.

- Maintain accurate support tickets, documenting troubleshooting steps, work performed, and resolutions. Keep customers informed of progress and next steps.
- Monitor system health, review alerts, and perform remediation or escalate issues appropriately.
- Assist with security-related remediation in coordination with internal team members and third-party security providers.
- Monitor backups and assist with recovery activities using established procedures.
- Participate in customer projects, including equipment deployments, upgrades, migrations, and other technology improvements.
- Maintain clear technical documentation, configuration records, and support procedures.
- Help customers use technology effectively, explain solutions in plain language, and identify opportunities to improve reliability, security, and usability.
- Collaborate with engineering and account management teams and maintain organized work and equipment preparation areas.
- Participate in an after-hours on-call rotation for urgent support needs.

Qualifications

Required

- At least seven years of relevant IT experience, including hands-on technical support in business environments.
- Strong troubleshooting skills across end-user computing, Microsoft operating systems, common business applications, and peripherals.
- Experience providing both first- and second-level support and making administrative changes in Microsoft 365.
- Working knowledge of networking fundamentals, including local networks, Wi-Fi, and internet connectivity.
- Familiarity with basic business phone system or VoIP support.
- Clear verbal and written communication, patience, and the ability to work effectively with people of varying technical abilities.
- The ability to prioritize competing requests, work independently, and follow through on commitments.
- A motivated, proactive approach to learning and problem-solving, with good judgment about when to seek assistance.
- Careful attention to documentation, customer confidentiality, and established security procedures.
- A valid driver’s license and a reliable vehicle for travel to customer locations.

Preferred

- A bachelor’s degree in a related field or equivalent practical experience; relevant industry certifications are also preferred.
- Experience with a managed service provider or IT consulting organization supporting multiple customers.
- Experience supporting healthcare organizations or other regulated environments.
- Familiarity with Google Workspace administration and support.
- Experience using AI tools such as ChatGPT and Claude for research, troubleshooting, documentation, or productivity, with attention to accuracy and customer data protection.
- Familiarity with ConnectWise Manage, ScreenConnect, Hudu, ConnectWise RMM, or similar support and management tools.
- Experience with Apple devices, firewalls, security monitoring, backup and

recovery systems, or scripting and automation.

Job Benefits

- Healthcare and dental coverage options
- 401(k) plan with company matching
- Life insurance
- Paid time off
- Paid holidays
- Mileage reimbursement at IRS rates for customer visits
- Potential for some remote work following onboarding, subject to scheduling, customer needs, and job responsibilities