JOIN OUR TEAM
WE'RE HIRING!

Why Work at All West? We believe that every connection counts; we help people connect to each other and the world. We pride ourselves on providing an exceptional customer experience and use the latest technology innovations to achieve our goals. For over a century, success at All West has been driven by each employee's commitment to do his or her best—for the customer, company and each other.

We are currently hiring a full-time Desktop Support for our Network Operations team. This position requires an experienced, solution-focused professional to assist with operations, maintenance, trouble-shooting, and other related functions necessary to ensure system reliability and performance.

- Ensures the availability and proper operation of IT systems and assets
- Assist with day-to-day network operations, implementations, upgrades and maintenance of server and internal IT services
- Responsible for hardware management, including procuring components for computers and printers
- Maintain system maintenance and activity logs and documentation of policies and procedures for various tasks related to the operation of the environment.
- Installs and modifies hardware and software applications
- Supports audio/visual equipment and video conferencing systems
- Provides technical assistance and training to system and network users

Requirements

- Must live within ~20 minutes of one of our offices (Preference given to candidates near our Rock Springs, WY office)
- Two+ years of desktop support or systems administrator experience
- Strong interpersonal skills and able to communicate clearly both orally and in writing
- Experience with PBX phone systems
- Basic knowledge of Microsoft, Active Directory, Entra ID , Azure AD, Windows and Linux Server OS, Windows 10, Domains, etc.
- Familiarity with applying knowledge through trouble-shooting steps
- Be willing to take after hours calls for outages and occasional weekend maintenance
- Ability to work under pressure to meet deadlines and solve problems
- Associates Degree in tech related field a plus, but not required
- A+ Certification preferred

All West Communications strives to provide an exceptional customer experience! Employee benefits include: Medical, dental, life,short-term disability, FSA, 401k, PTO, All West services and more. All West is a drug free workplace conducting pre-employment and random post-hire drug screening.