

## Remote Night Shift IT Support Analyst – Las Vegas

*In a city that never sleeps, reliable 24/7 IT Support matters more than ever.*

**Salary:** \$60,000–\$70,000 per year based on experience

**Compensation:** Includes 3 weeks vacation, 5 flex days, & health allowance.

We're looking for a dependable and self-driven **Remote Night Shift IT Support Analyst** to provide after-hours support for our client base. The role involves providing support to a variety of IT Systems and meeting tight SLAs.

This fully remote position runs **Monday through Friday**, from **11:00 PM to 7:00 AM PST**. This position is ideal for someone who has a proper home office setup, can work independently, and be reliable.

Additional hours are also available for those individuals who want to work extra time on weekends or extended hours.

### What You'll Do

You'll be our trusted night-time IT Support Technician who will oversee mostly casino type systems and resolve some issues remotely but also escalate tickets to on-site support technicians.

#### Your responsibilities will include:

- Monitoring and responding to incoming tickets via ticketing platform
- Performing scheduled maintenance, patching, and doing software updates
- Providing remote support for Microsoft 365, Azure, and Windows Server environments
- Running nightly checks on system health, backups, and cybersecurity tools
- Escalating critical issues when needed and documenting activities for the day team to follow up

### Who we need

We're looking for an experienced IT professional who enjoys working independently and takes pride in their work. You must be professional and customer service orientated and able to respond quickly to incoming tickets.

You should have experience with:

- Microsoft 365 (Exchange, SharePoint, Teams, OneDrive)

- Azure (Intune, Entra ID, user and device management)
- Windows Server (Active Directory, GPOs, backups)
- Hardware/Software Troubleshooting
- Endpoint security tools and system monitoring

#### Additional Skills (**Optional**):

- Certifications: MS-100, AZ-104, Security+, Network+, etc.
- Experience with virtualization (VMware, Hyper-V)
- AI Experience: Copilot, ChatGPT, Gemini, etc

## Requirements

- Must be a U.S. citizen or permanent resident.
- Fluent in reading and writing English
- Reliable and fast home internet
- A professional and quiet dedicated workspace
- Comfortable being awake and working during the night shift
- Based in Las Vegas
- No Criminal Record and Bondable
- Must complete a background check prior to hire as the job requires working with sensitive data and secure networks

## Why This Role Matters

While our daytime team focuses on growth and client-facing initiatives, your role ensures the continuation of our professional support and maintenance on a 24/7 basis.

At Netsmart, we combine hands-on IT expertise with a forward-thinking mindset, helping businesses adopt scalable, secure, and intelligent technology solutions—including the future of AI integration.

***If you're looking for a stable, high-impact night shift role with a professional IT Services Company—don't delay and apply today!***