Description

Position: IT Field Technician
Type: Permanent Full-Time
Salary/Pay: Based on Experience
Benefits: Health Insurance, Matching Contribution Retirement Plan

General Summary:

As a Field Technician, you will be front and center with our clients as a qualified, friendly, high-touch service provider. This position requires a high percentage of problem resolution using various diagnostic tools and interpersonal skills to guide users through situations, thus providing the highest levels of client support and satisfaction. This is an excellent opportunity to think creatively and create specific solutions while working on many various networks backed by leadership and a strong dedicated team.

The Field Technician position and is key to providing on-site, phone and remote technical support to our clients in accordance with the company's high standards and SLA's (Service Level Agreements) in place for each client. This position will be responsible for troubleshooting Windows and Mac based computers, network equipment, and various software programs.

Essential Duties and Responsibilities:

·   Software Support for Microsoft and Apple operating systems and commonly found applications

·   Prepare workstations by configuring hardware, software, network interface cards, printers, and peripherals

·   Support workstation performance by troubleshooting and resolving desktop issues, responding to and correcting problems, investigating and developing solutions, and keeping inventory of all systems

·   Prepare clients by conducting training in the use of equipment and references; developing resources

·   Enhance workstation performance by installing updates, investigating and providing input for new technology, and recommending improvements

·   Document action by completing forms, reports, logs and records

·   Troubleshoot problems using network and remote connectivity

·   Deliver multi-tier technical support on problems ranging from account problems to VPN support to custom line of business applications within managed corporate environments

· Maintain personal ticket work queue, ensuring tickets are updated on a daily basis to achieve productivity to both clients and the company

· Provide after-hours and weekend support when required

Qualifications and Experience:
Technical

· Minimum of 2 years' experience, or equivalent education, in technical support field

· Demonstrate ability to troubleshoot Windows 8, Windows 10, Mac OS operating systems

· A+ and Network + Certifications or willingness to complete preferred

· Experience with consumer and business class network equipment

Non-Technical

· Desire to continually learn and grow

· Strong interpersonal skills

· Ability to listen and explain solutions to non-technical users

· Firm desire to consistently work as a vital part of the team with a primary focus on client service and teamwork

· Ability to work on multiple priorities and/or projects simultaneously

· Excellent listing and communication skills, both verbal and written

· Strong customer relationship skills

· Organized, detail oriented and self-motivated

· Ability to provide and maintain detailed documentation one each job

· Ability to remain in contact with the client thru the completion of the incident

· Willingness to develop professionally

· Problem solving abilities and ability to meet reasonable deadlines

Working Conditions:

· Professional office environment

· Must be able to lift at least 50 lbs. on a regular basis

· Moderate travel required

To Apply:

Submit an employment package that includes cover letter, resume', three professional references and any other relevant information to:

Human Resources

Attn: IT Field Technician   OR   hr@thetechjunkies.net

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