

Computer Support Technician

Job Description:

- Install, configure, repair, and maintain desktop computers, printers, phones, smartphones, software deployment, security updates and patches for internal Users as well as Customers.
- Respond to user issues via phone, email and computer chat.
- Research, troubleshoot, and resolve computer, SW, and phone related issues and escalate to the next tier of support as required.
- Manage Support tickets in a timely manner.
- Follow-up with Users to ensure issues are resolved and document issue resolution.
- As part of a team, create and maintain a knowledge database to train users to be able to help themselves to resolve basic issues
- Travel to customer sites to troubleshoot/repair, install/upgrade, and/or test systems and software.

Essential Skills:

- Associates Degree or Technical schooling and certification in Computer or IT discipline.
- Minimum 2 years' experience in a technical support or computer configuration/test/build role
- Knowledge and understanding of IT industry standard tools such as ticketing systems, remote access, system monitoring, etc.
- Proficiency with all current Windows Operating Systems and MS O365
- Excellent written and oral communication skills accompanied by well-established organizational and multi-tasking skills
- Strong analytical and problem-solving abilities with a keen attention to detail
- Self-motivated team player who is also able to work independently
- Availability for flexible working hours and travel to national and international locations
- US Citizenship or Permanent Residency is required.

Non-Essential Skills:

- Bachelor's Degree in Management Information Systems, Computer Science or related discipline
- Server and network experience
- Familiarity with SonicWall networking technologies
- CompTIA or other IT certifications
- Understanding of ERP systems

Physical Demands:

- Regularly required to sit for prolonged periods of time and walk, bend and stand in an industrial environment
- Expected to effectively communicate in person, on phone, and via email and other electronic devices on a continual and repetitive basis.
- Will need to repeatedly use hands to finger, handle, feel and operate standard office equipment
- Day to day responsibilities may require lifting, moving, carrying and maneuvering materials up to 50 pounds alone; heavier with assistance.
- Specific vision abilities required include close vision, distance vision and the ability to adjust focus.
- Capable of Domestic & International travel
- Able to fulfill essential job function in a consistent state of alertness and safe manner