

Senior Field Technician

Job Requirements:

Education/Training: Associates Degree or Technical Degree in Information Technology or

Business Experience: 4-5 Years of related experience and/or training

Knowledge, Skills & Abilities:

- Strong Customer Relationship skills
- Valid Driver's License and the use of a vehicle throughout the business day Monday-Friday
- Advanced Troubleshooting Skills
- Basic Network Architecture knowledge
- Basic Network Engineering ability (configuring VLANS, Port Configuration, WiFi Configuration)
- Ability to Diagnose and Fix PC Hardware and Software issues.
- Must be able to lift up to 50 lbs. unassisted. (rarity, but required)

Additional Experience (not required):

- Active Directory
- 3g/4g Wireless networking device
- Marketing
- Web-design
- SQL, VB, C++, PHP Coding

Job Description:

Summary:

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution. (Additional requirements may be required)

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| <ul style="list-style-type: none">• Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.• Respond to queries either in person or over the phone.• Write training manuals.• Train computer users.• Maintain daily performance of computer systems.• Remotely access IT support• Respond to email messages for customers seeking help.• Ask questions to determine nature of problem. | <ul style="list-style-type: none">• Walk customer through problem-solving process.• Install, modify, and repair computer hardware, software and peripherals.• Clean up computers.• Run diagnostic programs to resolve problems.• Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.• Follow up with customers to ensure issue has been resolved.• Gain feedback from customers about computer usage.• Work with 3rd party consultants and or contractors• Maintain the highest level of customer service and professionalism. |
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