

Technical Support Representative

Description:

Provides technical support to users by researching and answering questions; troubleshooting problems; maintaining workstation and LAN performance.

Job Duties:

- Experience in corporate and remote end user support including problem determination, resolution, and incident escalation tracking
- Experience in imaging, setup & configuration, repair, modification and deployment of Windows 10, Apple iOS, Google OS, desktops, laptops, printers, scanners and related peripherals and software
- Expertise in setting up user accounts, permissions on active and file directories, and administrative rights on proprietary applications &/or servers
- Builds images and deploys images and updates from FOG server
- Proficient in MS Office Suite and Sharepoint
- Assists with network, sever, and telecommunication support.
- Performs other duties as required.
- Excellent customer service, verbal, and written communication skills
- Detail oriented with strong organizational skills, with ability to prioritize tasks and work autonomously
- Able to and enjoys training users
- Team player with a great work ethic, a can-do attitude, and the ability to work well under pressure
- Must be able to build, configure and troubleshoot computers
- Will deploy and troubleshoot PCs &/or computer equipment at remote locations throughout Washington County 10-20% of the time, which will require a good driving record and a valid Driver's License

Skills/Qualifications:

- MCDST, A+, and Network+ certifications desired.
- HS Diploma required
- Technical degrees or certifications a plus
- LAN and TCP/IP knowledge desired
- Knowledge of Microsoft Operating Systems, installation, and troubleshooting.
- Advanced PC troubleshooting skills.
- VoIP experience a plus
- Good working knowledge with Hardware/Software installation in a network environment.
- Entry level experience with networking, data, and voice systems.
- This position will require weekend work. Tuesday – Saturday work schedule.
- This position will require occasional evening or early morning work.
- Ability to lift up to 50 lbs.

Knowledge, Skills & Abilities
Computer Services Technician

1. Describe your education and career experience that specifically prepares you for this job.
2. Accuracy is an essential part of this position. Describe your ability to pay attention to detail and to be accurate while working. Be specific and use examples from previous jobs
3. Describe your experience working with end users in at a help desk.
4. If you were to obtain this position, in what areas would you be able to contribute immediately? In what areas do you need additional training?
5. Describe a situation when you had to troubleshoot and fix a computer.