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 7 and Windows 10, 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.