

PC Technician

Requirements:

- 3+ years PC support experience
- Ability to take ownership of tasks and ensure complete resolution
- Articulate technical information and convey to non-technical people
- Passionate about delivering excellent customer service
- Attention to detail while performing technically detailed tasks
- Ability to deal effectively with stressful situations
- Ability and willingness to recognize when it is necessary to escalate
- Learn new technologies through self-study materials and intuition
- Self-motivation and ability to learn new skills quickly
- Excellent written and oral communication skills

Other Preferred Technical Knowledge:

- Proficient with Microsoft Windows XP and ability to learn Microsoft Windows 7
- Proficient with Microsoft Office 2003 and Office 2007, including Outlook.
- Basic Understanding of networking including relationship between switches, hubs, patch panels and connecting nodes to a network
- Mac experience a plus
- Basic desktop support skills to include repair / replace hardware components, configure appropriate software settings, PC imaging, and installation / configuration of hardware

Successful candidates will have experience with the following technologies:

- Provide helpdesk technical support via phone, email, remote desktop, remote assistance and/or visiting user
- Timely recognition, isolation, resolution and follow-up of submitted helpdesk tickets
- Provide detailed documentation of helpdesk support.
- Basic troubleshooting and repair of desktop/laptop computers and peripherals
- Basic troubleshooting and diagnosis of software issues
- Assist with virus remediation and any other security-related updates or patches
- Install and document approved software and peripherals.
- Assist with computer setups on desktop and laptop computers
- Assist with troubleshooting and repair of network printers
- Creation and maintenance of dial-up RAS accounts
- Develop user training and instructional materials as needed
- Perform other duties as assigned.