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The Field Service Technician's roll is to provide technical support and assistance to end-users of all levels, with a broad variety of software and hardware issues. This position requires good communication, analytical, and problem-solving skills to provide first and second tier technical support, as well as, the ability to research, resolve and escalate IT issues when necessary. This position responds to a number of channels including work tickets, phone calls, emails, and on site personnel requesting support. The Technician is responsible for delivering the highest level of customer service and support to our customers. Responsibilities will include, but not limited to the following:

- Work with users to provide support for all hardware, software and network related issues
- Return customer calls in a timely and professional manner
- Support Windows operating systems, Microsoft Office Suite, and a variety of other applications
- Configure computer systems for new images, updates and rotation assignments to staff
- Responsible for creating and maintaining inventory and asset control records in database (i.e.: Laptops, Desktops, Printers, etc.)
- Contact and coordinate all software and hardware vendor support requests for defective products
- Enter all calls into Help Desk ticketing system, and update tickets accordingly in a timely fashion
- Strictly adhere to all escalation procedures to ensure all problems are resolved in a timely manner and with the highest level of customer service

Requirements

Job Requirements Applicants must possess the following:

- High level of support knowledge for desktop operating systems especially Windows 7 & 10
- Experience and knowledge in working with the Microsoft Office suite, Adobe Products, and password resets of Active Directory accounts
- Extensive experience configuring, troubleshooting, and repairing PC / Server hardware, especially Dell and HP systems
- Experience with computer hard drive imaging technologies
- Basic understanding of LAN/WAN technology
- Patience and experience in working with non-technical users, must have excellent interpersonal skills with the ability to build rapport with callers and on-site clients
- Strong oral and written communication skills essential
- Outstanding Customer Service oriented attitude, Top notch customer care skills and the ability to work effectively with staff at all levels in the organization.
- Must be able to lift 60lbs
- Must be able to pass a background check and drug test.

Other relevant skills and experience (not required, but a plus):

- IT industry recognized certification (e.g. A+, MCP, MCITP) preferred.
- 2+ Years' Experience with Help Desk