



## IT Technician

### Description

We are seeking a dedicated, skilled, and customer-oriented IT Technician to join our team. The ideal candidate will be the first point of contact for technical support, providing assistance to our employees and customers. This role is crucial for maintaining smooth IT operations and ensuring high levels of customer satisfaction.

### Job Duties

- Responding to technical issues: Troubleshoot, diagnose, and resolve hardware and software issues for staff.
- Onboarding new users: Configure hardware for new employees.
- Managing upgrades: Oversee desktop and mobile device upgrade cycles.
- Training: Educate users on new hardware and software.
- Installation and configuration: Install and configure computer hardware, software, printers, and scanners.
- Asset management: Monitor and manage technology assets to ensure accurate inventory records.
- Security: Ensure compliance with security/company policies and protocols

### Relevant Skills

- Technical proficiency: Knowledge of Windows, Mac OS, and Office 365.
- Hardware and software: Experience with PC and Mac hardware, printers, scanners, and mobile devices.
- Networking: Understanding of client PC connectivity, including Ethernet, TCP/IP, and VPN.
- Communication: Excellent interpersonal skills and the ability to explain technical issues to non-technical users.
- Problem-solving: Strong diagnostic and troubleshooting skills.



## **Requirements**

- Must have the ability to lift up to 50 lbs.
- High school diploma, 2+ years pertinent education or experience preferred.
- A general understanding of IP networks.
- General Windows operating system knowledge, Linux and MacOS knowledge preferred.
- Technical and mechanical aptitude.
- Must have good communication skills and work well in a team environment.
- Periodic travel for job duties and training.