



COMPUTER SERVICE TECHNICIAN

Opening Date: 01/25/18

Closing Date: until filled

Status: Fulltime, non-exempt

Rate: \$14-18 per hour, DOQ, DOE

ROLE OVERVIEW

This position provides IT technical assistance and sales support to local, internal, external, and national customers. This position works directly with existing customers to support them with technical issues and new product sales.

MINIMUM QUALIFICATIONS

- Education/Experience: Technical training and 0-2 years of experience in computer-related fields, including hardware technical service, general knowledge of Microsoft business products. A background in security cameras and other consumer electronics is a big plus.
- Technical Skills: Repair and configuration of: computer/laptop, printer, scanner, switches, routers, security cameras, and other technical devices.
- Other qualifications/certificate/license: Valid driver's license, A+ Certification, desired but not required.
- Behavioral Competencies:
 - Support Wind Circle Network, Inc. mission and philosophy
 - Maintain confidentiality of all work information.
 - Demonstrate an ability to function successfully in a team environment.
 - Exhibit professional, courteous, and respectful treatment of internal and external customers.
 - Displays a positive attitude and flexibility in changing situations.
 - Participates in identifying problems and suggesting solutions.

ESSENTIAL FUNCTIONS:

1. Installs computer hardware and peripheral components, such as monitors, keyboards, printers, scanners, and disk drives. Loads and verifies correct operation of software packages. Performs system backups. Troubleshoots and resolves routine hardware, software, and user problems.
2. Troubleshoots and repairs computer system hardware and peripheral components. Responsible for systems updates to be current.
3. Provide quotes on new hardware and software for existing customers.
4. Functions as a dependable member of the team, interpreting and following policies and procedures, and demonstrating positive interpersonal relationship skills to promote a harmonious working environment and outstanding customer service.
5. Applies basic knowledge and develops advanced skills in procedures, techniques, tools, materials, and/or equipment, as appropriate.
6. Performs other duties as assigned.