

Position: Information Technology Support Technician
Employment Type / Term: Monday-Friday, 8:00-5:00
Compensation: \$22-\$25 per hour Depending on Experience
Location: Turlock, CA

Position Summary:

The IT Support Technician must have knowledge and familiarity with hardware and software support functions, as well as experience troubleshooting on Windows operating systems. The duties of this position will be at multiple CVAG locations so a good driving record and reliable transportation are essential. This position requires the ability to lift at least 50 lbs. Because of the nature of the position, exposure to secure mail information, record keeping, internal systems and valuable loose equipment, candidates must have a proven regard for honesty and strong ethics. A strong candidate will have previous experience working as an on-site technician and should be confident working in a variety of different industries. Due to the nature of the business, some nights, weekends, and holidays may be required for projects that require downtime.

Main Duties and Responsibilities:

- Diagnose and resolve software and hardware incidents, including operating systems (Windows 7, 8, 10 and Limited Windows Server Exposure) across a range of software applications
- Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service as soon as possible and escalating incidents where necessary.
- Assist all CVAG users with any logged IT related incident when called upon
- Accurately record, update and document requests using the IT service desk system
- Install and configure new IT equipment
- Identify and resolve incidents by upgrading software and hardware where needed
- Ensure that all service items are treated efficiently and in an appropriate manner and priority level
- Be a motivated team player with the skills and ability to manage changing priorities
- Create, maintain and publish relevant support documentation in order to assist all staff in the quick resolution of their incidents and service requests and enable end users to become more self-sufficient
- Attend trainings as necessary to keep up to date with the latest technology and internal system processes.
- Work within relevant legislation, policies and procedures

Minimum Qualifications and Characteristics:

- **Required Education & Qualifications**
 - High School Graduate
 - A+ Certification or Equivalent Experience
 - Good Grasp of English and Mathematics

- **Desirable Education & Qualifications**
 - College Graduate with focus in Computer Science or Information Technology
 - Security + certification

- **Experience and Knowledge**
 - Previous experience in desktop application or hardware level support role.
 - Working knowledge of all versions Microsoft Windows, QuickBooks and Microsoft Office.
 - Entry Level IT skills and excellent computer literacy.
 - Previous experience in customer service.

- **Desirable Experience and Knowledge**
 - Basic Networking and Network configuration experience.
 - Exposure to Windows Server Operating System.
 - Experience with SIP protocols. Exposure to Asterix and PBX systems a plus.
 - Experience Support Ticketing system. Zendesk experience preferred.
 - Experience with Maas360 MDM management systems.
 - Basic understanding of a Microsoft Exchange Mail System.
 - Exposure or Experience with Remote Support Tools.
 - Basic understanding of Active Directory.
 - Basic understanding of the Windows PowerShell or command line interfaces.
 - Exposure to PF Sense firewalls a plus.

- **Skills and Personal Attributes**
 - Highly organized and detail oriented
 - Ability to communicate effectively with technical and non-technical colleagues at all levels in the organization in a professional manner.
 - Excellent time management skills.