IT Field Support Technician (Full Time)

Description:
Primary responsibilities of this position are: Keep computers, phones & networks operating efficiently across five remote locations encompassing three counties. To support staff by quickly arriving, diagnosing and resolving hardware, software, and network issues in a friendly, professional, accurate, and time-efficient manner. Ensure that set procedures are implemented and enforced with our computing standards.

- Demonstrate a high level of self-discipline in the areas of prioritization, project and task documentation, organization, team communication, being proactive, and time management.

- Deploy, inventory, troubleshoot and maintain computer, phone and specialty hardware, computer software, printers, and network components.

- Field incoming service desk requests in a prompt and courteous manner documenting all pertinent end-user information in the ticketing system while building a positive rapport and eliciting problem details from help desk customers.

- Evaluate documented resolutions, analyze trends for ways to prevent future problems and create new documentation under policies and procedures for problem-solving when needed.

- Ability to utilize software updates, drivers, knowledge bases, other resources to aid in troubleshooting, problem resolution, and post-resolution quality checks.

- Perform hands-on "fixes" at the desktop level, including, but not limited to installing and upgrading software, installing hardware, implementing file backups, configuring systems and applications, and ensuring preventive maintenance on all devices and peripherals.

- Fully exhaust all possible solutions to a problem before escalating it to department leads or supervisors.

- In addition, the employee is responsible for other duties as assigned, including, but not limited to weeknight and weekend availability for projects, driving between Stanislaus, Merced & San Joaquin counties.

Prerequisites:

- Class C driving license with insurance in good standing & vehicle in good working order.
- Must have the ability to deploy, support, troubleshoot and inventory personal computers (Windows 10), VOIP phones, and their peripherals.
- Experience in advanced office PC usage, hardware & software support.
- Solid understanding of basic network equipment & functionality (TCP/IP, routers, switches & Wi-Fi).
- Excellent problem-solving, team communication, self-motivation and customer service skills.
- Ability to work independently with minimal day-to-day instruction & report progress on demand.
- Support experience in Cisco, SonicWALL & Ubiquity environments, Windows Server 2012, 2016, Windows 10; Active Directory, ESXi/VMWare, Hyper-V & Avaya preferred.
- Flexibility to work evenings and weekends when required.

Interested parties, please email jobs@allcareipa.com. - Updated: 6/18/2021