



NOTIFICATION OF POSITION OPENING

Support Center Technician

Reporting to: Network Administrator/IT Supervisor

Purpose of Position:

To provide desktop, laptop, phone and software support to all US Conec employees.

Major Responsibilities:

- Install, configure, maintain, & repair all desktops, laptops, cell and desk phones (all related hardware and software)
- Responsible for installation, documentation, optimization, testing, tracking and tuning of a number of configurations
- Follow industry standards & facility procedures and practices to install and maintain personal computer software
- Provide support for varied software applications, as well as hardware service and maintenance
- Maintain system backups
- Add and maintain users unique hardware, software and related needs
- Develop and implement preventive maintenance program for workstations & related equipment
- Add and maintain local and network scanners copiers and printers
- Train users in proper utilization of available personal computer programs & software packages
- Evaluate & recommend available software & equipment

Knowledge and Skill Requirements

- A+ Certified or equivalent experience
- Experience in workstation maintenance
- Current Microsoft Windows platform experience
- Ability to effectively multi-task and prioritize
- Excellent team-work and communication skills
- Experience in Support Center/troubleshooting highly desirable
- Microsoft network structure familiarity desirable

Candidate should be self-motivated, able to succeed with several projects at the same time; work accurately under pressure; and possess exceptional leadership skills. The successful candidate will have the ability to develop collaborative working relationships with all functional internal groups (administrative, development, and manufacturing).

Equal Opportunity Employer Minorities/Females/Veterans/Disabilities