Eastside Computer Solutions

1700Depot Ave. Ste 3

Delray Beach, Fl. 33444

(561) 278-3033

PC Support Technician

About the Job

Do you like helping others with their technical questions?

Do you like figuring out problems with hardware, software? Do you have patience with inexperienced users? If this describes you, then welcome to Eastside Computer Solutions.

PC SUPPORT TECHNICIAN

The PC Support Technician is responsible for managing incoming helpdesk requests and calls from users. Candidates must be capable of investigating and resolving software and hardware problems conveyed from the computer users. The individual will communicate with the users of all departments ensuring computer issues are handled professionally, and that the highest quality of service is provided. Communication skills and attention to details are essential to this position.

Tasks, Duties and Responsibilities:

- Provide valuable service to our users; manage incoming calls from users, log the problem and ensure the issues are entered into the system
- Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.
- Answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.

- Writes or revises user training manuals and procedures
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff
- Calls software and hardware vendors to request service regarding defective products
- Writes software and hardware evaluation and recommendation for management review
- Logs and tracks calls using problem management database, and maintains history records and related problem documentation
- Develops training materials such as exercises and visual displays
- Installs personal computers, software, and peripheral equipment
- Take responsibility and be accountable for the calls by managing all calls that you have logged until they are completed and the client is satisfied with our service

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
Associates (A. A.) or Technical degree in Computer Science; or three to four years related experience and/or training as a PC Help Desk Technician; or equivalent combination of education and experience.

Knowledge/Skill Requirements:

- Expert-level of PC and Server setup and installation, as well as various peripherals, software updating, system back-up, applying patches and critical updates using Microsoft solutions and third-party products as well. Advanced knowledge of Linux, Mac OS X, VMware and Hyper-V. Experience with Active Directory, DNS, DHCP and VPN in a small, medium and large environment. Solid understanding of network topology concepts including LAN/WAN, TCP/IP protocol and Cisco standards.
- Deep knowledge and experience with the configuration and maintenance of Windows XP/Vista/7, Microsoft Server 2003/2008, Microsoft Office products and satellite products. Excellent analytical skills and project management experience. Excellent work ethics, communication and interpersonal skills, ability to work well in both a team and individual environment.
- MCP certification required
- Post-secondary education in Technology
- Excellent knowledge of MS Office applications.
- Excellent knowledge of Microsoft Windows Domain environment.
- Training or education in customer service an asset

- Team player assisting co-workers if and when the need arises
- Excellent attention to detail on all aspects of service in order to exceed Users expectations.
- Excellent communication skills
- Good organizational habits required
- Knowledge of general Helpdesk systems an asset

We offer an excellent compensation and complete benefit program in a stable and supportive work environment. Our global commitment to technological advancement offers opportunities for personal growth and development.