

JOB TITLE: Onsite Service Technician: Level 1
Location: Roma, TX or McAllen, TX
Travel requirements: Employee will be required to travel to customer sites 40 to 90 % of the work week
Method of Travel: Will travel using employee personal vehicle to customer sites 1 to 2 hours away.
Department: Technical Services
Wage Category: Non-Exempt
Report to: Onsite Technical Lead
Date: 01/28/2023

DESCRIPTION:

The primary function of an onsite technician is to work directly with the Onsite Technical Lead and the customers that they are assigned to complete a variety of tasks such as:

- Onsite or remote hardware troubleshooting (Examples: PowerEdge Servers, Dell workstations, and HP printers)
- Onsite or remote software troubleshooting (Server operating systems, client operating systems, essential office applications, core processing applications)
- Project coordination (work with our customers and Onsite Technical Lead to complete business critical projects (Server deployments, server migrations, application updates)

PRIMARY DUTIES:

- Possess the ability to troubleshoot basic computer and technical issues.
- Be able to install and support multi-function, laser and ink printers
- Be able to deploy and maintain Microsoft Windows workstations, laptops, and servers.
- Be able to install VOIP based phones and fax adapters
- Be able to install typical Microsoft Windows applications such as Microsoft Office
- Be able to troubleshoot basic email client issues (e-mails stuck in outbox, inbox full)
- Be able to install and troubleshoot a UPS (uninterruptable power supply)
- Be able to document and update asset lists when deploying or decommissioning systems
- Accept incoming customer service requests as assigned through the help desk system in a timely manner
- Be able to use ticketing software to update ticket and project notes.
- Know when to escalate complex or out of scope issues to the appropriate resource.
- Be able to interpret network diagrams, software documentation and hardware documentation to provide required technical support.
- Report customer satisfaction and feedback to the appropriate resources (Technical Account Manager, direct supervisor)

GENERAL SKILLS:

- Ability to effectively communicate with customers in a friendly and cordial manner
- Ability to put customers at ease in order to assist them with problem resolution.
- Ability to work and communicate effectively with fellow employees in a friendly and cordial manner
- Ability to multi-task
- Self-motivated to minimize supervision
- Innovative in order to provide company and customers with efficient services and products
- Keeps to schedules on time such as arriving to work and customer jobsites.

- Desire and ability to learn new IT related technologies

EXPERIENCE:

- Basic understanding of Windows based computers
- Basic understanding of Ethernet CAT5e cabling
- Basic understanding of Uninterruptible Power Supply (UPS)
- Ability to systematically troubleshoot computers and printers
- Ability to load Windows desktop operating systems, as well as drivers
- Basic understanding of TCP/IP protocol
- Basic understanding of DHCP
- Basic understanding of DNS
- Basic understanding of essential office applications (Microsoft Office)
- 1 year experience in installation, repair and support of Windows based computers and printers

EDUCATION:

The following are the education and certification requirements for this position.

- Required:
 - High School Diploma or equivalent
- Beneficial:
 - CompTIA A+ certification
 - CompTIA Network+ certification
 - CompTIA Security+ certification

MISCELLANEOUS:

- Must have a valid Texas driver's license and maintain current auto insurance as required by the state of Texas
- Must maintain required dress code
- Must be able to lift 25 pounds
- Must be physically able to climb stairs
- Must be able to walk
- Must be able to bend to pick up and place objects
- Must be able to stand for extended lengths of time