

# IT Support Technician

As part of the Hardies IT Department, you will wear many hats. The IT Support Technician provides hands-on, expert support to end users for computer, application, system, device, remote access and hardware issues. Responds to telephone, email and online requests for technical support. The Technician documents, tracks, and monitors the problem using internal processes. The Technician should be able to identify, research and resolve complex technical problems. Coordinates with other Hardies IT Team members to resolve an issue. Responsible for the resolution of escalated issues of higher difficulty. You should be able to work independently, but in coordination with the rest of the team.

## **Required Competencies relevant to the job including but not limited to:**

- Requires 2-3 years of related experience in Small Business IT, working within a small team or solo
- Strong knowledge of various Windows operating platforms, primarily Windows 7 and Windows 10
- Knowledge of MS Active Directory, DNS, and DHCP
- Hands-on experience with the installation of computer hardware, software, printers, monitors, TVs
- Able to effectively run and terminate network cabling as needed
- Working knowledge of supporting mobile devices, including mobile device management (MDM) applications
- Working knowledge of help desk software, databases and remote control
- Strong employee-facing communication skills with advanced troubleshooting and multi-tasking skills
- Working knowledge of warehouse management systems & hardware is a plus
- Valid Texas Driver's license

## **Extra points for bonus skills :**

- G-Suite experience
- Bilingual Spanish-speaker
- Basic linux skills
- Experience with Hyper-V and/or VMware
- Working knowledge of warehouse management systems & hardware is a plus

## **Work Environment:**

- On-site 8am – 5pm Monday to Friday
- Alternating weekly on call rotation schedule with other team members
- Some travel to other sites within Texas may be required at times in support of projects

## **Physical Requirements:**

Must have the ability to safely perform movements such as pushing, pulling, lifting, bending, kneeling, reaching and lifting up to 50 pounds.

## **Job Type: Full-time**

Benefits: Medical, Dental, Vision, 401K, PTO

Pay range: 40,000 - 45,000 to start (DOE)