

Jr. IT Support Technician "In-house" (Valencia / Santa Clarita)

Only Apply if you have all the qualifications!

Overview:

Provide prompt remote and on-site technical support for desktop hardware, software and peripherals including but not limited to desktop computers, notebook/laptop computers, departmental servers, office phone system, Smart Phone devices, copiers and printers. Install, configure, and maintain computer hardware and software. Assist with network troubleshooting and configuration. Maintain office networks. Assist with other IT-related projects as assigned.

Responsibilities:

Troubleshoot and resolve user problems and ensure the correct operation of IT equipment and software. Troubleshoot, diagnose, and fix all technical issues in a timely, efficient, and friendly manner.

Maintain computer systems: install and configure operating systems, install and configure software, install and configure hardware, install and configure updates and perform upgrades, reconfigure systems as needed.

Provide technical support for all applications in the desktop environment.

Maintain documentation of support requests in a Helpdesk system.

Administer servers and perform routine maintenance such as system backups.

Administer office phone systems and coordinate service with vendors

Maintain inventory of IT equipment.

Requirements/Skills/Qualifications:

Minimum of 3 years experience

Applicant must have working knowledge of the Microsoft Windows platform and technical experience with Microsoft Office applications.

Applicant must have experience in desktop and network support with solid analytical, technical, and problem solving skills.

Excellent verbal and written communication skills are a must.

Attention to detail and organizational skills that allow for multi-tasking also a must.

A successful candidate will be self-motivated and willing to contribute to a high energy environment.

Must have the ability to independently manage assigned workload.

Education/Knowledge:

Associate Degree in IT or related field with 3 years experience; additional experience or certifications can be substituted in lieu of degree.

Previous experience providing superior customer service is a plus.

Please forward your resume along with salary history and requirements to Mr. Butch