



IT Service Technician

Job Title: IT Service Technician

Reports To: IT Specialist (lead)
Inside Service Team Lead

Department: Operations

FLSA Status: Hourly (non-exempt)

Position Summary:

The IT Service Technician will be primarily responsible for working with the IT team and the Inside Service Team in preparing and troubleshooting control system PCs for customers, preparing and setting up PCs for in-house demonstrations and tests, and resolving IT-based customer service cases.

General Duties and Responsibilities:

The following list of duties and responsibilities is not all inclusive and may be modified to include other duties and responsibilities as management may deem necessary for the benefit of the business.

- Prepare Windows PCs to be shipped to the customer and integrated into their control systems, including installing an OS image, installation and configuration of support software, configuration of Repete software and associated support software, basic network and operating system configuration, and preparation for shipment
- Remotely transfer and install Repete and support software on customer PCs onsite
- Setting up PCs for customer training, demonstrations, and acceptance testing
- Resolve existing customer system issues with the use of a variety of technical/troubleshooting skills
- Document all customer cases in existing database
- Serve as a resource to the inside and outside service team for IT-specific issues

General Skills and Abilities:

- Knowledge of Windows 10, 7, and XP installation, configuration, troubleshooting, and support
- General hardware and software familiarity and expertise
- Knowledge of TCP/IP networking concepts and troubleshooting tools
- Knowledge and experience with a variety of remote access tools, including RDP, TeamViewer, and VPN connections
- Familiarity with making XML file and SQL script edits
- A general technical aptitude – with the willingness and ability to learn and implement new skills and technologies, and integrate them with legacy technologies
- Ability to effectively manage multiple tasks simultaneously
- Ability to communicate and work well with a variety of individuals from different disciplines with various degrees of technical expertise

- Solid customer service experience in a technical environment
- Being a team player – meaning working closely with internal staff and customers, and being flexible to the demands and realities of an international small business

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and electronic correspondence.
- Ability to effectively present information and respond to questions, both written and verbal, from groups of managers, customers, vendors, and the general public.

Physical Demands / Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or touch objects, tools, or controls; and talk or hear.
- The employee is regularly required to stand, walk, stoop, bend, and reach above shoulders.
- The employee must regularly lift and/or move up to 50 pounds of computer equipment and cable, and occasionally lift and/or move up to 75 pounds of computer equipment and cable.
- The employee is expected to work approximately 40 hours per week, during normal business hours (8:00 AM to 5:00 PM, Monday-Friday), as scheduled with the IT Specialist (lead) and Inside Service Coordinator Team Lead.
- The employee *may* have the opportunity to work after/before hours and/or weekend/holiday hours for service support and other special projects.

Employee Acknowledgment _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.