

Field Service IT Support – Tier 1

Job details

Job Type = Full-time

Qualifications

- Windows: 6 years (Required)
- Active Directory: 6 years (Required)
- Associate (Preferred)
- US work authorization (Preferred)

Benefits

Employee discount

Health insurance

Life insurance

Paid time off

Professional development assistance

Full Job Description

Job Description:

The Service Support Technician III position will provide technical support for client issues. Basic troubleshooting of computer systems, network equipment and peripheral devices will be done remotely and at client sites. Will be responsible for documenting all activities and following established policies and procedures. Technician will typically be working independently and will be required to maintain work effectiveness and timeliness. Will be supervised and directed on work priorities by Field Services Lead on a daily basis, with daily reports required. After hours and weekend work are possible based on client request or requirements. This is a full-time position with a guarantee of 40 hours a week.

Job Duties and Responsibilities:

- Provide technical support to clients for Information Technologies (which include, but are not limited to: computer systems, network equipment, software)
- Deploy and troubleshoot VOIP telecom equipment
- Diagnose, troubleshoot and repair basic Information Technology issues for clients
- Work with engineers to implement new Information Technologies for clients
- Document all issue resolutions and work logs in the Service Desk Ticket system
- Report on work activities to the Service Support Lead daily
- Make observations of client environments and report findings and/or recommendations to the Service Support Lead.
- Maintain a high level of professionalism and customer service
- Follow all company policies and procedures
- Operate personal and company vehicles safely

Position Requirements:

- Must demonstrate technical competence and knowledge of Information Technologies
- May be required to lift or carry up to 50 lbs.
- Must be 18 years or older
- High school diploma or GED required
- Must be willing to take a drug test as part of the selection process
- Must have unrestricted authorization to work in the United States
- May be required to work late or on weekends
- Must have reliable personal transportation

Desirable Characteristics:

- Associate's degree in Computer Science or related degree
- Work experience in a technical position
- Must be a self-starter, work well without supervision and accept responsibility
- Technical Certifications from Microsoft or Cisco
- Comptia A+ or equivalent certification preferred but not required
- Comptia Network+ or equivalent certification preferred but not required

About NetGreene Solutions, LLC:

NetGreene Solutions and CrossPath Telecom Network is a growing company based in Clarksville, Tennessee with offices in Louisville, KY. Our company is considered to be the best in the industry delivering proven solutions that help advance the business environment of our partners/customers. With over 40 years of combined enterprise I.T. and Telecommunications experience, our team believes in delivering the right solution to our partners/customers and performing high touch servicing of our solutions post sale. NetGreene Solutions and CrossPath Telecom Network is the premier IT and Telecommunications choice for the markets we service. Our company growth pattern exceeds 200% year over year. We are looking for that next top notch, high touch, performance driven individual to join our team.

Job Type: Full-time

Pay: \$21.00 - \$26.00 per hour

Benefits:

- Employee discount
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance

Schedule:

- 8 hour shift
- Day shift
- On call

Supplemental pay types:

- Bonus pay

Education:

- Associate (Preferred)

Experience:

- Windows: 6 years (Required)
- Active Directory: 6 years (Required)

Work Location: One location