

TCC Technology Solutions

Job Title:	IT Support Technician	Job Category:	Non-Exempt
Department/Group:	Service	Reports to:	Owner, Management Team
Location:	Westlake Office	Travel Required:	Local Car Travel
Salary Range:	\$35,000-\$42,000	Position Type:	Full Time
Applications Accepted By:			
FAX OR EMAIL: 440-871-0059 or mfooster@tccohio.com Subject Line: Field Engineer I Position		MAIL: Marty Foster TCC Technology Solutions 901 Canterbury Rd. Ste. A Westlake, OH 44145	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Provide support on-site at client locations, using troubleshooting skills until problems are resolved. Service requests must be handled within the Ticket Response Priority Chart. • Installs and maintains technology including, but not limited to, computers, printers, projectors, audio systems, interactive whiteboards, security cameras, phones, software and peripherals Respond to Client Tickets and Alerts via Service Database • Facilitate warranty replacement parts for customer equipment, and communicate with vendors regarding network equipment, computers, software acquisition and repair. • Research new methodologies, products to better serve customers • Document daily job procedures and maintain detailed records of customer networks • Make recommendations to other company team members solving problems and irregularities in work requirements • Maintain a clean, organized work area • Actively participate in personal and professional development and maintain knowledge of current and new technologies that the company offers • Comply with company policies, as well as health and safety issues • Promotes a team environment • Ability to manage multiple tasks simultaneously and adjust to shifting priorities • Other duties as required or assigned <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • Two (2) years of experience managing and maintaining IT systems • High School Diploma or equivalent <p>PREFERRED SKILLS</p> <ul style="list-style-type: none"> • Experience with Windows-based servers, and network systems • Microsoft Certifications a plus 			

WORKING ENVIRONMENT:

- Local car travel is required
- Job takes place in normal office setting with no hazardous environmental or physical conditions. The job requires light lifting (<50 pounds), bending, and standing.
- Job requires excellent customer service skills to be applied during in-person customer interaction, and on occasion, by phone or email. Candidates must have a strong ability to communicate both verbally and in written format.
- Requires normal dexterity, strength, coordination, vision (including the ability to read a computer screen), and hearing inherent in office work.