

Description:

Service Technician

Service Technician Job Purpose:

The function of the Service Technician is to prepare computers and peripherals to fulfill customer orders while at our store locations. Service Technicians are also responsible for traveling to customer locations and performing various forms of network and system setup, maintenance and troubleshooting while on location.

Service Technician Job Duties:

- Assemble, disassemble and or, repair / configure computers.
- Update internal documentation records, logs and tracking information.
- Administer vendor claims against vendor warranties and manage to resolution for in-house customer computers and computers at customer field locations.
- Identify flaws or imperfections in a computer hardware, software and network setups.
- Perform one or more repetitive bench operations involving computer assembly and basic computer operation.
- Handle stock to prepare for assembly and verification of computer and software functions.
- Help desk support - resolving hardware and software customer issues to include troubleshooting computer hardware.
- Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Participate in special projects and other all other tasks or duties as assigned.
- Must have reliable transportation and valid drivers license for on site service calls.

Skills/Qualifications:

An Associate's Degree in Computer Science or Related Field; OR Equivalent Work Experience, Strong Working Knowledge of Operating System Platforms (including MacOS, Windows 7, XP and Vista). CompTIA A+, Network + and Server + Certification or Equivalent Required. Microsoft MCSE and Cisco CCNA Certifications Preferred. Network Performance Tuning, LAN Knowledge, Network Design and Implementation, Problem Solving, Strategic Planning, Multi-tasking, Quality Focus, Coordination, Technical Understanding, Quick Study, Technical Zeal, Remote Desktop Knowledge, Excellent Ability to Work with People, Foster a Team Attitude, Self-Confidence, Product Knowledge, Presentation Skills, Customer Relationships.