

Position Title: Computer Field Support Technician

Date Posted: 4/19/2011

Location: Cleveland, Ohio Area

Experience: 1-3 years

Education: High School

Type: Full-time, Regular



Summary

The successful candidate in the Computer Field Support Technician role provides technical assistance and support to internal and external customers at SchoolOne/FIT Technologies and its clients. Supports, monitors, and maintains the remote school locations. Performs day-to-day maintenance and support. Technical degree (or comparable experience) with 1-3 years of experience preferred. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

Required Experience and Skills

- Problem solver
- Process Oriented (Planning, Analysis, Design, Implementation & Support)
- Excellent organizational, communication (written & verbal), and interpersonal skills
- Excellent customer service skills
- Self motivated and ability to work independently with minimal supervision
- Team Player
- 24 x 7 on call responsibilities
- Willing to travel 100% of the time (local and long distance)
- Install, maintain, and repair network and desktop equipment
- Setup and administration of desktops
- Troubleshoot and resolve problems
- Perform software/hardware upgrades
- Responsible for meeting SLA time frames in responding to HEAT tickets dispatched from tech support
- Ghosting of school personal computers as needed
- Report planned & completed work on a weekly basis
- Interface with school administrators, staff and students
- Work with building development team as needed to ensure proper data/computer connectivity in the school facilities.

Additional Qualifications and Certifications

- Experience with Novell 6.5, and e-directory is a plus
- Basic Understanding of Microsoft Windows OS networked technology
- Understanding and familiarity with IT policies and procedures
- Experience working in a technical support environment
- Good understanding of TCP/IP networking concepts, security, and practice
- Ability to diagnose networking problems
- Desktop support and maintenance including imaging with Ghost
- A+, MCP, Network+, and or MCSE certifications are desirable
- Experience with Microsoft Office applications

To Apply for this Position

Email your resumé to: humanresources@schoolone.com

To promote a healthy work environment and provide exemplary customer service, SchoolOne/FIT Technologies hires only non-smokers.

SchoolOne/FIT Technologies offers a comprehensive benefits package including medical, dental, vision, life insurance, paid time off, and 401k.