

# Job Description

*Mountaineer IT is now recruiting for a Service Technician! We are a local growing company that provides IT Managed Services to a variety of businesses in both SLO/Siskiyou Counties. We are looking for someone as passionate about technology as we are. Someone who enjoys tech articles, looking and testing out the latest and greatest tech. We pride ourselves on having a great company culture as it is a key component to our success. We can't give our clients excellent service without an amazing team to help them!*

## **Desired Skills/Qualities:**

- Good communication skills and ability to work with clients.
- Ability to learn and grow with direction from other techs.
- Works well with a team and taking direction.
- Self-starter with a willingness to figure out problems.

## **Duties:**

- Installing/Configuring computer hardware, software, network, printers and scanners.
- Monitoring and maintaining client's computer systems.
- Troubleshoot hardware/software issues in person, remotely and on the phone.
- Responding to tickets, calls within a timely manner.
- Updating client documentation when needed.

- Tracking time entries into tickets, leaving detailed notes.
- Following implemented quality procedures and measures.
- Guide and support other technicians where necessary.
- Participate in establishing best practices/standards.

### **Requirements:**

- CompTIA A+ and CompTIA Network+, or ability to obtain both within the vesting period (3 Months of Employment) or equal work experience.
- 40hour workweek, full time. 8am-5PM (Monday-Friday) and weekends if necessary. Can include after hours on-call duties and overtime during large projects.
- CA Driver's license and working reliable vehicle with a clean driving record.
- Able to lift over 50lb's safely.
- Demonstrate professional verbal and written communications.
- Able to demonstrate basic troubleshooting steps and critical thinking.
- Shows willingness to advance and grow within the company.
- Drug and Background Checks.

### **Job Offering:**

- Starting 13\$ as a training position.
- 15\$ with CompTIA A+ and Network+ Certifications.
- Paid Vacation time. PTO along with paid holidays.
- Medical, Dental and Vision offered.

- Simple IRA Retirement Plan Offered. Mountaineer IT INC will match up to 3%

**\*\*Benefits only offered after vesting period\*\***

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## **Stories Behind the Store. Southern Oregon Goodwill.**

Mountaineer IT is proud to be one of these story's.

These three 'stories behind the store' show the power of work in the lives of Goodwill workforce development graduates. Partnerships with employers which give work experience and on-the-job coaching, help Goodwill fulfill our mission to enable employment and provide opportunities for personal and professional.