Total Computing, LLC

5948 N College Ave. • Indianapolis, Indiana 46220 • (317) 853-1263 • (317) 853-1264 (fax) • www.ezsoftpos.com

Job Description & Requirements
Junior IT Field Service Technician

Department: Service

Job Responsibilities:

Supports company operations by providing quality network, hardware, and software installation or maintenance of Point-of-Sale systems and networks.

Job Duties:

- Follows the Project Workflow for new customers.
- Completes backup setup and verifications for all new and existing customers, as needed.
- Configures antivirus and Windows Updates to install on all customer equipment with automatic updating and scheduled scanning.
- Performs system setup for new customers by coordinating with sales associates on new installs and preparing systems in-house for location installation.
- Completes New Customer Setup Checklist and has checklist verified before delivery or shipment of systems to the customer.
- Assists System Integrity Specialist as needed by providing historical reference by following procedures for retention and retrieval of customer records such as service ticket creation and documentation with the following information in the ticket for each customer:
  - Ticket Heading: System Integrity Check
  - Backup – configured and tested or verified working
  - Anti-virus – configured and tested or verified working
  - Date of system integrity check completion
- Provides break/fix support in the field for onsite issues to be resolved by trip to location. Completes all required documentation for every service call.
- Participates in on-call rotation for weekend emergency support. Fills out all required documentation prior to returning to work on the following Monday.
- Assists in basic network setup and maintenance including, but not limited to, Access Rules, IPv4 network addressing and subnetting, Cat5 cable terminating (both keystone and RJ-45 ends), cable running (Cat5 and coaxial video cable).
- Ensures basic vehicle maintenance by participating in rotation of company vehicle checklists and basic care on a monthly basis including, but not limited to, checking oil, lights, and basic cleanliness and care of vehicles to promote a safe work environment while out on a service call/installation.
- Maintenance of workspace and inventory monitoring tasks including, but not limited to, garage cleanliness, Hardware Inventory, Peripheral Inventory.
- Contributes to team effort by completing additional tasks as needed.

Required Education & Experience:

An associate degree in electrical or electronics technology or a related technology field plus three years of pre- or post-degree experience.

Required Skills:

- Knowledge and understanding of Windows operating system, both as a desktop and as a network operating system, and the ability to configure the operating system to address the needs of the installed software packages and the customers.

- Knowledge and ability to install and configure desktop-, network-, web-, and mobile-based software packages.

- Knowledge of software and hardware security packages and the understanding and the ability to configure them.

- Knowledge of basic network hardware and software and their configuration.

- Ability to examine the problem hardware and software, think critically, and identify problems.

- Ability to communicate with customers, listen to the customer concerns, identify problems, and liaison with engineering staff as needed.

- Ability to use logic and reason to identify the strengths and weaknesses of possible solutions and discuss them with the customers and engineering staff.

- Knowledge and ability to communicate possible solutions with customers discuss and explain available options, help customers select solutions, and implement solutions.

- Knowledge and ability to communicate in English, verbally and in writing.

- Knowledge, ability, and motivation to help customers in utilizing their investment in the company products.

- Ability and skill to manage time, especially when confronted with multiple service requests.

Position is located at Total Computing, LLC, offices in Indianapolis, Indiana. No telecommuting. Competitive salary plus benefits, as available to our full time employees.

Email PDF resumes, <u>including citizenship or work authorization status</u>, to jobs2022@ezsoftpos.com.

Please, NO CALLS, NO SNAIL MAIL. NO AGENTS.