

Title: Service Desk Technician_____

Department: Service Support_____

Exempt/Non-Exempt: Exempt_____

Job Status: Full-Time_____

Pay Range: Depending On Experience_____

Job Category: Level I_____

Position Summary and Responsibilities:

Working as part of our Service Support department, Convergence Networks is looking for innovative, highly motivated Service Technicians to help staff our technical support department and provide IT support for our clients. We are looking for candidates with an appreciation for an exceptional work atmosphere, and who understand the significance of strong customer service. The ideal candidates will be energetic, upbeat, and possess outstanding interpersonal skills with a desire to advance within our organization. There are great opportunities to grow and learn within the IT profession while providing exposure to numerous IT issues.

The Service Technician will respond to incoming customer requests (phone and email), create cases in ConnectWise trouble ticketing system, troubleshoot and resolve issues remotely, and when necessary, escalate cases to the appropriate party. In addition, Service Technicians will also be required to travel to customer sites to handle issues that are not able to be resolved remotely. Candidates should have excellent troubleshooting abilities, time management skills, and the ability to work well individually as well as within a team setting. Extraordinary communication skills (both verbal and written) are required when working with our customers.

Skills Required:

- Professional communication skills, both verbal and written
- Ability to be timely and responsive to customer needs and requests
- Solid technical background and troubleshooting abilities
- Work effectively within a team as well as independently

Education and/or Experience:

- Associates degree in IT or 3 years minimum of relevant experience (call center experience strongly preferred)
- A+ certification preferred
- Previous experience as a Help Desk Tech, Systems Analyst, or IT Support Tech

Technical Understanding of the Following:

- Desktop operating systems (Windows 2000 / XP)
- Computer hardware
- Internet protocols (DNS, SMTP, TCP/IP)
- Remote control utilities (VNC, RDP0)
- Network cabling and printing
- User account maintenance (creation, deletion, password administration)
- Understanding of viruses, spyware, and SPAM
- Understanding of backup and restore methodologies
- Reliable and insured vehicle with a clean driving record

Requirements:

- Reliable and insured vehicle
- Clean driving and criminal record

Benefits:

Convergence Networks has been rated as one of the Top 100 Places to Work in Oregon for the fourth consecutive year, as listed in Oregon Business Magazine. We offer many benefits to employees including:

- 401k match
- Medical, Dental, and Vision insurance
- 100% paid life insurance policy
- Optional short-term and long-term disability
- Certification and education reimbursement
- Competitive Paid Time Off (PTO) policy

Applicants must send their resume, salary requirements and cover letter to hr@cnwi.net for consideration. Convergence Networks is an Equal Opportunity Employer.