



IT Help Desk Technician

COMPANY OVERVIEW

Intelligent Solutions & Technologies (IST) is a technology company located in Anderson, Indiana, that services business clientele throughout central Indiana. We provide a multitude of IT-related services for our clients including Workstation & Server IT Service & Support, Consulting, Networking & Sharing, Backup Solutions, Computer Service & Repair, Hardware and Software Support, Remote Backup Solutions, Hosted Exchange, Voice Over IP telephony, Website Design, and more. IST strives to be successful in the business world by providing innovative services and solutions to match the technological demands of our wide variety of customers. IST's focus is on business-to-business relationships where we primarily function as a customer's IT Department providing the management, administration, service and support, and IT personnel to allow the customer to focus on their business' success.

JOB DESCRIPTION

IST is searching for an IT Help Desk Technician who has the essential combination of superior customer service and proven troubleshooting skills. The technician will provide Tier 1 support to business clients and residential customers at IST's office, in addition to performing light reception and scheduling duties. The technician must be able to listen to the customer and determine the problem to be diagnosed, efficiently troubleshoot PC-based hardware and software, and escalate issues to other technicians as necessary.

Work will be performed at IST, either at workbenches or via remote access solutions. IST is looking for full-time applicants only.

JOB DUTIES WILL INCLUDE

- Provide initial interaction and response to calls from new and existing business customers and escalating calls to other technicians when necessary
- Provide basic support and troubleshooting
- Check-in and workbench diagnosis of residential and business computer problems
- Accepting and logging deliveries
- Support of field technicians as necessary, offsite at IST or onsite at customer locations
- Documentation of procedures and customer notation

PERSONAL QUALIFICATIONS

- Excellent communication and customer service skills
- Ability to switch gears quickly to provide efficient solutions to common computer problems
- Somebody who enjoys acquiring new skills and interacting with customers

TECHNICAL QUALIFICATIONS

- At least 1 year hands-on experience troubleshooting PC hardware, software, peripherals and basic networking



- Certifications such as A+ Certification and the Microsoft Certification track are preferred

HOURLY WAGE

\$10 to \$12 per hour, depending upon skill, experience, and knowledge

READY TO APPLY?

Please send resume and cover letter to HR@ISTTech.net. To send resume by mail, send to:
IST

Attn: Human Resources
3300 Main Street, Suite C-1
Anderson, IN 46013

We are an Affirmative Action/Equal Opportunity Employer.