Our innovative and growing company is searching for experienced candidates for the position of IT field technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for IT field technician

- Know the internal and external contacts for hardware support and build positive work relationships with these groups and individuals
- Have an understanding of what the intended purpose for a specific machine is and how to best configure the software and hardware if its intended task(s)
- Understand what common problems arise with the system and how to resolve these issues
- Maintain a strong understanding of the Network Operations Centers' role in supporting manufacturing and demonstrate a firm knowledge of the NOC escalation flow
- Work in a 12 hours compressed shift to ensure all provisioned items are at healthy operational condition
- Device provisioning (Personal computer and mobile device, network and telecom setup, and computer accessories)
- Audio-video systems provisioning (Conference room projectors and sound systems, TV, Signage and Live Feed solutions)
- Server preventive maintenance (disk defragmentation, administration of security and service patches)
- Performs isolation and cleansing of virus contaminated devices
- Assisting in troubleshooting workstation and environmental problems

Qualifications for IT field technician

- Complete Technical understanding of desktop computer and telephony

- Able to effectively utilize resources throughout the organization external vendors
- Maintains a positive attitude and demonstrates professionalism and a commitment to corporate success
- Bachelor's degree in Information Systems or technical support certification in relevant fields
- Understanding of hardware configurations such as Array Controllers, Redundancies