

POSITION DESCRIPTION

POSITION TITLE: Service Technician – Level II

EXEMPT STATUS: Salaried

REPORTS TO: Owner

EXPECTED RESULTS:

Company Result –Provide excellent customer service while assisting clients with maintenance of existing technologies and/or implementing new.

Position Result –Ensure continuity of client’s computer system(s) for users by providing technical expertise, assistance, and project coordination necessary to implement system upgrades and resolve technical problems quickly and efficiently.

ESSENTIAL FUNCTIONS: includes the following:

- Assure continuity of the computer system(s) for all system users.
- Assess and troubleshoot problems and provide technical assistance and advice to customers.
- Research and recommend changes / upgrades to customer’s existing technology equipment.
- Install selected software and hardware and network infrastructure products.
- Repair hardware as necessary and work closely with distributors and vendors to ensure continuity of service.
- Assist in implementing practices that will increase efficiency and productivity within the company.
- Maintain inventory of tools and computer hardware.
- Maintain a clean, orderly workspace and storage areas
- Add value to organization by committing self to ongoing technical education
- Performs other duties as assigned.

KEY CONTACTS:

- Clients
- Outside Contractors
- Vendors / Distributors
- Staff

CRITICAL KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to troubleshoot and solve practical problems by defining problems, collecting data, establishing facts and drawing valid conclusions.
- Ability to learn new skill sets quickly and effectively.
- Possess strong communication skills allowing for success with customers and co-workers and ability to deal with a variety of situations.
- Projects confidence with humility.
- Needs to be a self-starter with excellent follow through
- Pays close attention to detail.
- Ability to manage competing priorities in order to meet internal and external deadlines.
- Work additional hours as dictated by customer needs.
- Able to work "On-call" for all periods as assigned by manager
- Meet expectations for attendance and punctuality.
- Willingness to embrace and adhere to Gemini standards and corporate culture.
- Comply with budget and financial procedures.

- Highly motivated and career minded.
- Stay abreast of the latest developments in technology.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Associates or Bachelor’s degree in Information Technology / Computer Science and three (3) years related experience, or equivalent combination of education and experience.
- Requires individual who has previous experience working in Information Technology or as a consultant.
- Experience with Microsoft Operating Systems (Desktop and Server), with preferred additional experience with Exchange Server and SQL Server products. Knowledge of Active Directory and Microsoft Domain architecture required.
- Experience with network architecture (routing and switching) required. Cisco experience preferred.
- Valid Illinois Driver’s License with a clean driving record.
- Clean criminal background check
- Pass pre-employment substance abuse test within 24 hours of employment offer.

PREFERRED CERTIFICATIONS OR WILLINGNESS TO OBTAIN:

- A+ / Network+
- Cisco
- Microsoft

PHYSICAL REQUIREMENTS:

- Medium Work: Exert up to 50lbs force occasionally, and/or up to 20lbs frequently, and/or up to 10lbs constantly
- Minimum Requirements per 8hr shift – Sit approximately 3 hours, stand 3 hours, walk 2 hours
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephones/tape_recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Ability to see
- May climb ladder on occasion
- Kneeling

PREPARED BY: C.Menken

PREPARED DATE: Jan 1, 2017

I have reviewed the above job requirements and verify that I meet the minimum requirements and can complete the essential functions of this position. In addition, I have a valid IL drivers license with a clean driving record, and agree to have a criminal background check and post offer drug test to be administered.

Employee Name: _____

Date: _____

Employee Signature: _____

APPLY BY SUBMITTING:

COVERLETTER, RESUME AND SALARY REQUIREMENTS TO:

HR@GeminiComputerSystems.com