

Simple Tech Innovations

Computer Network Technician

At Simple Tech we pride ourselves in excellent customer service and support. We are looking to hire

someone who is outgoing, on point and can cater to the needs of our business clients. We are looking

for a tech that can think on his/her feet and can provide exceptional customer service while fixing

customer issues. This is a fast pace environment with great growth potential.

Daily Tasks Include:

- Supporting customers over the phone
- Driving to customer locations to troubleshoot issues
- Logging into Windows Server environments for Active Directory and Group Policy updates
- Troubleshooting software, hardware, network, and peripherals
- Re-installation of Operating Systems
- Removal of viruses/malware
- Software upgrades and installation
- Running network drops and installing ceiling mounted Wireless Access Points
- Documenting all work in our ticketing system, then submitting for billing
- Placing follow up calls to customers to ensure they are happy with the service they received

Min Requirements:

- Must be A+ Certified within the last 3 years
- Must be comfortable with all parts of the PC, including laptop hardware, setup and maintenance;

including installation and configuration of hard drives, NIC's, printers, and other PC accessories.

- Must have good people skills & an outgoing personality
- Must have a solid understanding of business IT
- Must be able to work independently on issues
- Must be familiar with TCP/IP, Routers, Wireless AP's, and other networking devices
- Must have an in depth understanding of how IP printing and Windows Printing Shares work
- Must be familiar with Windows Server environments and network infrastructure

- Must have a solid understanding of server client relationships

Things that would give you a competitive edge:

- Network + Certified within the last 3 years
- Security + Certified within the last 3 years
- Experience with freePBX
- Experience with terminating and running CAT6 cable
- Experience with Ubiquiti equipment

Other requirements:

- Valid drivers license
- Reliable personal transportation
- This job is for local work only - remote work is not an option.

Benefits:

At Simple Tech we like to think outside of the box, so some of our benefits are outside of the box too.

We provide our employees full-time benefits at 35 hours a week and give you a raise once you complete your training (usually in the first 90 days of employment). We offer flexible time off and we

pay for your Amazon Prime membership. We do game nights and have a Foosball table for when you

need a few mins away from the computer screen.

Don't worry we offer some boring corporate-style benefits as well:

- Retirement Plan with Match
- Supplemental Healthcare
- Major Medical

Job Type: Full-time

Salary: \$30,000.00 to \$35,000.00 /year (based on a 40 hour work week)

HOW TO APPLY: Submit resumes by email to: placement@rochesterworks.org and include the job title in the subject line of the email.