

IT Technician

CORPTEK is growing and as we are growing, we looking to bring on our next level support staff. This means we are looking for individuals who have the experience and skills to deliver our high-quality service to our existing and future customers.

We are looking for someone who can manage themselves working independently as well as working with a team of peers. We are seeking individuals who are able to see through situations to the solution and offer ideas and processes to make the company deliver services better and faster. We are looking for someone who can bring skills and knowledge to our team and gain new skills from our team members.

We need someone who is flexible and able to work and or be on standby weekends on an on-call basis for 2 weekends per month. We are not only an IT Company we are also the tech support for a large Tennessee Based ISP. We are the first responders to internet, TV, and phone issues that arise. We perform On-Site tech support to their customers as well as ours.

We have dedicated teams that we work with to resolve issues quickly for all of our customers. This job will require some travel to our clients but no overnight travel.

We cover Alabama, Georgia, Tennessee, and North Carolina. Everyday our task and job is different. One day it may be installation of data cables and networking equipment. One day it may be break fixing laptops in the office as well as setting up VoIP phones for customers to be installed later that day. Each day is a new and exciting interaction where we bring our team of employees and skills to new customers and existing customers. In our office everyone participates. Even the Office Coordinator and owners can do the Installers work if necessary and perform any network troubleshooting, as well as repairs.

We truly are a working team with one goal in mind, make CORPTEK the best. This is why we have won the Cleveland Daily Banner Best of the Best in consecutive recent years running.

Primary Duties Include:

- Provide Tier 1 and 2 phone support and service desk support.
- Provide Tier 3 and 4 on-site support.

- Troubleshoot equipment problems by analyzing, identifying and diagnosing faults using established processes and procedures.
- Ability to diagnose problems with equipment or computers within 5 minutes or at the most 15 minutes.
- Document workflow in a ticket management system. Maintain technical instructions for standard processes.
- Monitor alerts/messages from monitoring tools and acts to resolve and prevent IT infrastructure issues.
- Ability to assist Installation Team ie.. be able to install J-Hooks, data cables, data and voice jacks, patch panels, cable management equipment, and terminate Fiber Optic Multi Mode and Single Mode as well as test cables and fiber for proper termination.
- Crawl through attics and through floor crawlspaces to replace and/or install and troubleshoot cabling and network equipment.
- Handle customer concerns and resolve any issue turning it into a positive experience for the customer.
- Effectively communicate with customers to diagnose and resolve problems, and document what was done.
- Ability to work under time constraints with often several projects at the same time – prioritizing what's most urgent and critical.
- Ability to document work processes on our online tracking applications.
- Experienced in resolving issues with POTS lines, VoIP Phones, ATAs, TV Boxes, DVRs, NVRs, wireless routers, Access Points, and network switches.
- Experience using Klein Network Scanner, Digital Multi-meter, Fiber Optic Light Meter, and other tools to troubleshoot Internet Service issues.
- Keep & maintain a clean, organized, and orderly work place and shared work space and vehicle.
- Perform Expert level task and troubleshooting in Microsoft 365 Admin Center.
- Know how to use Office Products such as Teams, Outlook, Exchange, Azure, and One Drive as well as troubleshoot issues with each of the programs.
- Provide Expert Advice and information to clients when questions arise for Windows, Mac OS, Android, and iOS devices.
- Help quote parts and give recommendations based on customer needs as well as build and troubleshoot Gaming computers.
- Disassemble and repair laptops as well as all-in-one computers.
- Set up VM Ware, Configure VLans, Configure VPNs, Setup and troubleshoot Firewall Appliances, Fortigate and Ubiquiti hardware experience is required.
- Deliver and setup workstations, printers, bar code scanners, label printers, and other equipment.

Our Ideal Candidate

- As a technician you will need to be flexible, and most of all mechanically minded. Being able to switch gears from technician to teacher as well as installer is a big requirement.
- This includes receiving, prioritizing, documenting, researching and actively resolving customer help requests to maintain service level agreement expectations.
- Have a working knowledge and be able to troubleshoot equipment used by Internet Service Providers such as ONT, Fiber Switch, Router, Access Point, TV Box, etc.
- Know how Analog POTS telephones work and how to troubleshoot problems with them from the DMarc through the house or office.
- Be able to perform a WiFi analysis as well as Install and troubleshoot WiFi extenders as well as Access Points.
- Knowledge of Ubiquiti, Cisco, Zyxel, and Other Brands of equipment a plus.
- Setup VLANs, VMware, and configure firewalls and VPNs as well as troubleshooting issues with these.
- Build custom computers and work directly with customers to give advice and information as to what hardware will meet their specified needs.
- Have experience working with different graphics cards as well as different motherboards and processors and know the difference and limitations of each type.
- Expert level experience installing Operating Systems and how to configure static IP Addresses as well as how to optimize each one and troubleshoot issues with each one.
- Coordinate with Office Coordinator to keep appointments and deadlines.
- Setup, Install, and Troubleshoot VoIP Phones into our systems as well as troubleshoot issues that may occur.
- Work with Installation Team to install Data Cables, Surveillance Systems, Surveillance Cameras, Network Equipment, Access Points, and other equipment.
- Keep company cars and truck clean and organized.
- Expert level Experience in Microsoft 365 Admin Center and how to use Teams, Calendars, Outlook, and other Microsoft Products.
- Ability to communicate with customers and instruct them in how to do specific tasks as well as answer questions.
- Bring your best ideas and recommendations to our weekly meetings to help us work as a team to grow the business as well as deliver top shelf customer service to our clients.
- Be a team player and be committed to helping us grow our business and promote our business wherever and whenever you can.
- Have integrity and dependability.
- Keep up with company tools and be held accountable when equipment breaks or gets lost.

- Identify and analyze trends for ways to prevent future issues and alert management to emerging trends.
- Maintain historical records by documenting hardware and software changes and revisions.
- Maintain client confidence and protects operations by keeping information confidential.
- Maintains professional and technical knowledge.
- Complies with all state and federal rules and regulations. - Other duties as assigned.

Preferred Previous Experience

- 2+ years of IT Help Desk / Desktop support experience.
- 3 years' experience working with computer technology in a business environment.
- Experience with data cable installation and termination required.
- Demonstrated excellent customer service skills.
- Windows, Window Server OS, Mac OS, IOs, Android, Linux as well as Linux Server a plus.
- Network (LAN/WAN) troubleshooting experience.
- Skilled in MS Office 365, Azure, Teams, and Office 365 Exchange Administration.
- VPN setup and troubleshooting using Fortigate, Watchguard, Ubiquiti, Cisco, Sophos, and SonicWall.
- Demonstrated experience with iPhone/Android support.
- Prior experience with supporting and troubleshooting web-based applications and installed applications.
- Technical certifications, such as Security+, A+, Net+, must be familiar w/ command line and network command line, or other relevant certifications a plus.
- Must be willing to work in a smoke-free environment.
- Be willing to complete a background check.
- Reliable transportation. Good driving record and current automobile insurance.
- Demonstrated high responsibility and self-motivated skills.
- Growth Mindset and ability to learn and grow in skills and knowledge daily as well as bring ideas to the table to help grow CORPTEK as well as promote CORPTEK.
- Ability to climb a ladder and setup an extension ladder.
- Ability to operate a man lift / scissor lift.
- Ability to operate a scissor lift.
- Ability to work at heights up to and over 20 feet.
- Ability to carry 50lbs or more.

- Skilled in working with finished interior walls to replace and repair Data Cables, Phone Lines, Fiber Optic Cables, and cable wire fishing techniques.
- Exceptional people skills and character are essential to CORPTEK.
- Tech Savvy
- Integrity
- Caring and Helpful
- Ability to adjust and adapt quickly to the daily demands
- Detail-Oriented
- Confidence
- Ability to think and work with a high-functioning, collaborative team
- Sharing attitude - care to help others learn more and be more productive and effective with their technology

Previous leadership and/or volunteer leadership role experience is highly desired (especially in high school, college, community - not necessarily in a paid, job position).

30-day and 90-day reviews based on your training schedule and pay will adjust according to job performance.

Bonus and commissions will be available for this role and eligible upon start date. This is important to consider and a real way to make more income in the role.

This is an excellent opportunity to be a part of a growing company.

Pay

\$32,000.00 - \$52,000.00 per year

Actual starting pay will be based on the level of skill set you bring to the role. And, will be discussed during the interview process.

To apply, email your resume and cover letter to jobs@corpstek.cc.