

## IT Installer Technician Job Description

We're looking to add an experienced technician to serve our current & growing customer base. CORPTEK is in search of an IT Technician/Installer. Depending on-call coverage needs and your demonstrated performance, this position will work between 32 and 40 hours per week.

Candidates must be able to work shifts that involve weekdays - Monday -Friday 9am – 5:30pm and some weekend days (on-call). This position is based in Cleveland, TN. Local travel to customers in surrounding markets (i.e. Chattanooga, Athens, Knoxville, etc.) will be required.

This is not an entry-level position.

### **Essential Duties and Responsibilities:**

As an IT Technician/Installer, you are responsible for receiving, documenting, and resolving software, hardware, and network issues reported by our customers via telephone, e-mail, chat and in person. This role will also be expected to fulfill installation projects.

- **Data Cabling and Network Equipment Installation**
  - Planning and Design
  - Cable Installation
  - Rack Assembly and Installation
  - Hardware Installation
  - Testing and Final Inspection
- **Fiber Optic Cable Installation**
- **Wi-Fi and Networking**
- **Ubiquiti Product Knowledge & Service**
- **Operating Systems – Windows, Apple, and Chrome OS**
- **Troubleshooting OS Issues**
- **Troubleshooting Hardware/Diagnostics**
- **Consult Customers with IT Decisions**
- **Repair Laptops, Desktops and Servers**
- **PC Builds**
- **Printer & Scanner Install / Troubleshoot**
- **Remote and In-Person Customer Support**
- **Delivery and Setup of Computers to Customers**
- **Service Calls**
- **Customer Service**
- **Manage your tasks, projects and workflow**
- **Maintain an organized work environment**
- **Remote & In-Office Tech Support**
- **On-site Customer Tech Support**
- **Monitoring MSP Hardware & Backups**
- **Expert-Level Microsoft 365 Admin Center Support**

- **Microsoft Office and Products Expertise**

## **APPROACH TO OUR WORK -**

### **All Members of the Team Should Excel in the Following Areas:**

- Tech Savvy
- Initiative
- Personable and Friendly
- Communication – exceptional skills in verbal and written
- Maintain excellent eye contact with customers and in-person communication
- Confidence
- Attention to Detail
- Coachable
- Tenacity
- Focused
- Responsibility
- Continuous Improvement
- Excellence
- Quick Learner
- Early-adapter to technology in your day-to-day life
- Highly skilled in MS Office, Apple Software, and Google Suite products.
- Baseline familiarity and expertise in the commonly used Apps and programs
- Some graphic design ability
- Maintain organized digital files
- Maintain organized work space
- Maintain organized & clean customer-facing areas & 'back office' spaces
- Record Keeping
- Knowledge Management

### **Preferred Previous Experience**

- 2+ years of experience installing Data Cables, Access Control, Surveillance Cameras, CCTV Equipment.
- 2 years' experience working with computer technology in a business environment.
- Experience with data cable installation and termination required.
- Demonstrated excellent customer service skills.
- Windows, Android, and IOS device familiar, Internet and Network (LAN/WAN) troubleshooting experience.
- Technical certifications, such as RCCD, 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.

- Reliable transportation. Good driving record and current automobile insurance.
- Ability to climb a ladder and do installs.
- Ability to work at heights over 20 feet.
- Ability to carry 50lbs or more.

**Be willing to complete a background check.**

Exceptional people skills and character are essential to CORPTEK. What makes CORPTEK different is that we actually care about our customers and their success.

Growth mind-set with a life-long learning approach to how you work is key to your success with us.

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.

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

Job Type: Full-time

**Salary:** Based on Experience and Skill Set. Whatever your starting salary, within 1 year a successful candidate in this role will have an increase in salary.

Up to \$36,000.00 - \$65,000.00 per year.

First 3 months will be at a training wage until successful demonstrated level of skills and on-the-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.

Benefits:

- Employee discount
- Holiday Pay for six Federal Holidays

Schedule:

- 8-hour shift
- Occasional Weekend Availability

Supplemental pay types:

- Bonus pay
- Commission pay

Work Location: Base One location. Our customers are in Tennessee, Georgia and Alabama. We limit travel to same-day travel in most cases.

**To Apply:**

Email your resume to [jobs@corptek.cc](mailto:jobs@corptek.cc).