

Computer Systems/Network Cabling Technician

CK Technologies, Inc – Hays, KS

Position Overview

This position is responsible for supporting customers through PC/Server/Network hardware and software support.

Essential Job Functions

- Serves as an initial point of hardware and software support for the Company's user community.
- Installation of network infrastructure cabling (Category 5e & 6, fiber optics)
- Installation of surveillance systems and components.
- Helps users resolve day-to-day issues with PC/Server/Network hardware and software.
- Participates in the maintenance, deployment, troubleshooting, and ongoing support of user hardware and software.
- Fields service request tickets and forwards those tickets onto the appropriate subject matter expert.
- Assists in creating and maintaining Support tasks documentation.
- Collaborates with others in the creation of end user documentation. Develops and maintains processes and procedures. Continually evaluates processes and procedures to determine if opportunity exists for improved quality or efficiencies.
- Keeps up-to-date on current technology trends.
- Performs other related duties as required and assigned.

Technical Skills Requirements

- Must have knowledge and experience troubleshooting, using, and supporting Microsoft Windows Server Operating Systems, Active Directory, and other server roles and features.
- Must have knowledge and experience troubleshooting, using, and supporting Microsoft Windows Operating Systems, Microsoft Office programs, and PC Hardware.
- Must have experience troubleshooting and supporting common PC hardware.
- Knowledge and experience with Windows Scripting and/or Powershell is preferred.
- Physical- Must be able to climb ladders and work above head height.

Other Skills/Abilities

- Must have a hard work ethic and the desire to expand your technology knowledge.
- Must have excellent communication skills and have the ability to convey complex technical information to non-technical end users.
- Excellent customer service skills are required.
- Must be able to work with confidential data.

Qualifications & Experience

- An Associate's Degree and one to two years IT/IS experience; or
- Any appropriate combination of education and experience as determined by management