

Plan First Technologies Workstation Consultant

Title: Workstation Consultant

Department(s): Level 2 - Workstation

Reports to: Management

Job Summary

Provide workstation level support for end users.

Summary of essential job functions

- Add/replace memory, hard drives & expansion cards
- Experience with mobile devices (iPhones, iPads, Androids and tablets, etc...) and their integration
- Ability to work with diverse hardware (Dell, IBM, HP etc...)
- Install application software (MS Office, Adobe, etc...)
- Provide escalated support to other team members, and management
- Troubleshoot O/S, software and hardware issues
- Fix simple network connectivity issues
- Account migration
- Setup printers
- Simple malware removal
- Basic computer user training
- Remote support

Minimum requirements

Bachelor's Degree or equivalent real world experience

2+ years hands on experience in workstation repair, troubleshooting, deployment, etc.

Abilities required

- Excellent customer service skills a must
- Represent Plan First Technologies in a positive and professional manner
- Organization skills
- Valid Driver's License, reliable vehicle, current auto insurance policy, with a Good Driving Record

- Ability to work unsupervised
- Self-motivated
- Accountable
- Always willing to learn new things
- Good phone demeanor

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

HR use only	
Job code	
Generic title	Workstation Technician
Pay grade	Hourly
Management? (Yes/No)	No
E/NE status	
Last revised	7/11/2017