



Computer Field Service Technician

JOB DESCRIPTION

Summary/Objective

An excellent computer field service technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. Ideal candidate must be customer-oriented and patient to deal with the occasional difficult customer. The goal is to create value for clients that help preserve the company's reputation and business.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Responsible for obtaining information to diagnose a problem, simultaneously create, assign, and document issues in the Service Desk tracking system.
2. Demonstrate competency in prioritizing user issues and resolving within defined Service Levels Agreements.
3. Skilled in communication under potentially adverse situations with a focus on customer service and satisfaction.
4. Fundamental knowledge of computer hardware systems and strong technical aptitude.
5. Work with desktop and laptop computers to diagnose root problems and repair hardware failures, including the use of non-powered hand tools
6. Regularly able to lift and move boxes up to 50 lbs.

Competencies

1. Problem Solving/Analysis
2. Technical Capacity
3. Communication Proficiency
4. Time Management

Work Environment

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines. The



employee is occasionally exposed to a variety of extreme conditions at job sites. The noise level in the work environment and job sites can be loud.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, 8:30am to 5:30pm.

Travel

Travel is primarily local during the business day, generally within 40 miles of the office and to not exceed 100 miles. Company vehicles are provided.

Recommended Qualifications

1. Minimum of 1-year Customer Service experience
2. Preferred 2 years field service or work with diagnosing and troubleshooting desktop or laptop computers
3. High school diploma required, A+ or ability to prove equivalent experience with expectation of gaining certification preferred
4. Self-driven and can set & maintain daily schedules
5. Must be a team player and able to communicate across the board with all levels of staff in a professional manner
6. Ability to work in and around K-12 education facilities

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About Tek-Hut

Tek-Hut was founded in 2001 and provides Technology Solutions and Connectivity for Education State, and local agencies. Currently we are the largest provider of internet service for education in Idaho and continue to expand our network and infrastructure services throughout the US. We work with over 72 school districts across the state of Idaho and over 200 districts across the US.