



DESKTOP SUPPORT TECHNICIAN

Job Description:

We are currently seeking a Desktop Support Technician with beginner+ computer troubleshooting skills to provide IT support to residential clients. A professional and polite customer-facing disposition is a must. This is a full-time position. Remote work is typically not available.

Primary Job Responsibilities:

- You will assist in our residential IT department, under the IT manager.
- Your primary responsibility will be to efficiently respond to, troubleshoot, resolve and/or escalate support tickets via phone and email.
- You will greet clients, check them in, discuss / document their issue, troubleshoot and repair (with assistance to start), discuss resolution with client, schedule pickup, and properly check out / take payment.

Requirements:

- High school diploma.
- 6+ months relevant IT experience is preferred but not required.
- Driver's license and reliable transportation.
- Outstanding customer service skills, with a desire to form genuine professional relationships.
- Strong desire to be in the IT field – not just in it for a paycheck.
- Strong diagnostic and troubleshooting skills (a close friendship with Google).
- Strong ability to work both independently and as a team.
- Strong desire for continued self-improvement within the IT field (such as ongoing certifications).
- Strong attention to detail and accuracy, with the ability to handle critical business data with care.



Technical Requirements:

- Basic+ understanding of a computer and network environment (mostly Windows).
- Ability to provide basic+ desktop support.
- Ability to disassemble, troubleshoot, and reassemble basic computer hardware.
- Comfortable troubleshooting (or learning to troubleshoot) software/systems we touch daily: (Windows OS, Microsoft Office, QuickBooks, antivirus, other email programs, etc.)

Company Overview:

U-neek is a service-oriented technology solution organization located in Downingtown, PA. Our company was established in 2006 and it's our mission to provide exceptional customer service through the installation, operation, and maintenance of computer systems; the assessment and repair of damage, corrupted, or slow-performing technology; and the design and maintenance of websites; among other related services. Offering superior services at a sensible rate is central to the philosophy of U-neek.

Working at U-neek.

U-neek operates with a casual atmosphere. We are a small business, and we strive to find individuals who fit our philosophy. We offer many perks that come along with a small business – if you're looking for a corporate environment, it's not us! We're continuing to grow and we're looking for the right person to grow with us.

Benefits

- Competitive pay.
- 9+ paid holidays per year / 10 personal PTO days a year to start.
- 401k after 90 days.
- A positive, casual work environment.
- Great potential for growth with the company.