



IT SUPPORT TECHNICIAN

Job Description:

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

** This job posting is for an experienced IT support technician. We often have entry-level positions available. Please inquire. **

Primary Job Responsibilities:

- You will act as one of the primary support contact/technicians for our commercial clients.
- Your primary responsibility will be to efficiently respond to, troubleshoot, resolve and/or escalate support tickets via phone, email and/or site visits.
- You will need to travel to our commercial clients' places of business as needed. Our clients are local, and it is reasonable to expect some sort of local travel 4-5 days a week. A company van is provided. Mileage is reimbursed if van is not available.
- You will need to properly document all billable time.
- You will provide guidance, mentorship, and assistance to our residential department as needed.

Requirements:

- High school diploma.
- Associates degree/relevant IT certifications preferred, but equivalent education/work experience considered.
- Minimum of 1-2 years' IT experience.
- 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 confident, critical business data with care.

Technical Requirements:

- Experience working with hardware and software in a networked environment (mostly Windows).
- Ability to provide standard deskside support, both commercial and residential.
- Ability to disassemble, troubleshoot, and reassemble basic computer hardware.
- Intermediate understanding of computer networking.
- Intermediate server knowledge, specifically in a domain setting.
- Basic understanding of VoIP.
- Comfortable troubleshooting (or learning) software/systems we touch daily: Microsoft 365, Quickbooks, Sage/Peachtree, Ubiquiti, Bitdefender, Logmein, Ninja RMM, FreePBX, AWS, Jive Communications, 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 damaged, 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.
- 401k after 90 days.
- A positive, casual work environment.
- Great potential for growth with the company.