Help Desk/Installation Technician needed to join our team in Macomb County. The ideal candidate for this position has a strong troubleshooting mindset and positive attitude with customers and internal staff. Customer support is our client's highest priority, along with professionalism and handling customer requests in a timely fashion. Due to the nature of the changing technology or customer environments, the applicant must be willing to follow direction, provide feedback and stay calm under pressure. The position offers diversity from day to day ranging from servicing different equipment to going to customer sites and setups. Being able to work alone or in a team setting is imperative to achieving business goals. Those who are motivated to better themselves will succeed in this position.

Responsibilities:

- Set up hardware and install and configure software in MAC or Windows environments
- Learn new software and provide training to end users or other internal staff
- Load print drivers and configure them on servers or customer computers
- Troubleshoot printer, copier or computer related questions to restore functionality
- Schedule deliveries, customer site visits and manage time wisely
- Coordinate tasks with internal staff as well as customers
- Enter notes from installs or service calls into internal software for work done and time recording
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize equipment correctly
- Provide End user training in delivered devices

Requirements:

- Technical School, Military, or tenured Industry Professional
- Able to learn software by onsite training/experience or reading manuals/troubleshooting guides

- Drive to customer sites, may be up to 2 hours away
- Experience with LAN/WAN networks and configuring devices within them
- Positive and professional attitude towards others
- Lifting weight over 40 pounds or pushing over 100 pounds with or without assistance
- Excellent troubleshooting skills
- Very good communication abilities
- Exceptional organizing and time-management skills
- Carry equipment up and down stairs without restrictions

In addition to a competitive salary, simple IRA, and benefits, we provide a great work environment with exposure to the latest technology and on-going technology training.