

Job Description

Title:

Bench Technician

Skills:

Ability to support and troubleshoot computers and network devices. Troubleshooting and documentation skills, ability to learn new systems and technology, and ability to communicate with personnel effectively.

Last revised:

7/1/2020

Pay rate:

Depends on experience.

Average weekly hours:

20 hours

Job description:

The bench technician is an entry level technical position which consists of assisting helpdesk and other technicians with technical tasks. This includes, but is not limited to, answering technical phone calls, answering e-mails, working new and existing tickets, and responding to monitoring alerts. Some after-hours time may be necessary for afterhours maintenance and to finish up support calls and sessions. The majority of the work will be done in the Duey's Computer Service office.

RESPONSIBILITIES:

- Troubleshooting and repairing computers and network devices which come into the office for repair
- Provide remote support for desktop environments to include troubleshooting of PC/Mac laptop and desktop hardware and related applications and peripherals
- Provide remote support of end users and assist them with any technical issues they may have
- Provide basic network troubleshooting assistance
- Determining if the problem can be directly resolved and if not, escalating to the proper resource
- Monitor server & network monitoring system for alerts
- Log and track trouble tickets using help desk application
- Performing software/hardware installations, troubleshooting, and maintenance to assist computer/network technicians
- Documentation of all work, system passwords, and system configuration changes
- Pickup and delivery of computer equipment
- Other duties as assigned

REQUIREMENTS:

- Ability to document issues and problem resolutions in accordance with company policies
- Ability to follow written documentation step by step when setting up new systems or modifying existing systems
- Aptitude to learn new systems and new technology
- Excellent written and verbal communication skills with the ability to communicate with all levels of personnel
- Valid driver's license with no substantial driving infractions

EXPERIENCE:

- Basic desktop troubleshooting, repair, and malware extraction
- Basic experience supporting Windows desktop operating systems (Windows 8 through Windows 10)
- Basic firewall, switch, and wireless knowledge
- Some exposure to Linux, Unix, BSD and similar Unix style systems