

# IT Support Technician

## Job Description

### Summary

The IT Support Technician will provide comprehensive technical support on a wide range of technologies such as desktop computing and client applications, phone systems, A/V equipment, and data networking for end-users. The position is the first line of support responding to phone calls, emails, and other requests. Service, troubleshooting, and repairs will be performed remotely, in-person, or onsite.

### Essential Functions

- Answer, evaluate, and prioritize incoming requests via phone, email, messaging, and walk-up using good customer service skills.
- Interview users to collect information about the problems and lead users through diagnostic procedures to determine the source of the issue.
- Handle problem recognition, research, isolation, resolution and follow up with users. Refer more complex problems to the IT Director or applicable vendor.
- Log and track calls and activity using ticketing software and maintain documentation.
- Analyze and evaluate recurring incidents and make recommendations to reduce future/repeat incidents.
- Install computers, peripherals, printers, networking equipment, surveillance cameras, and minor data cabling.
- Perform computer hardware maintenance and upgrade tasks including opening desktops/laptops to blow out dust and replace/upgrade components.
- Follow best practices for IT security when creating accounts, passwords, and permissions.
- Perform end-user technology onboarding procedures including user account creation, computer build, hardware install, and user orientation.
- Perform end-user technology offboarding procedures including disable user account, email/file backup, and hardware collection.
- Organize, document, and maintain IT hardware and software assets.
- Communicate professionally and appropriately with end-users, co-workers, management, and vendors.
- Maintain regular attendance and timeliness.

### Non-Essential Functions

- Perform other duties as assigned

- Help others in the company with special projects
- Contribute to the company culture with personality

### Travel Requirements

- Travel to all company locations as needed to perform installations and support of technology.
- Company vehicle available for most travel.
- Most travel does not require an overnight stay but could be extended hours.
- Overnight trips (1 to 2 nights) within North Dakota and Minnesota will be required periodically.
- Must have valid driver's license and personal car insurance.

### Education and Experience Requirements

- Associates degree in related field (preferred) or equivalent experience with high school diploma (minimum)
- CompTIA A+ or other certification/education/experience with computer hardware and operating systems
- CompTIA Network+ or other certification/education/experience with network configuration and hardware
- Two or more years of technical support (preferred)

### Physical Requirements

- Able to lift and carry up to 50 lbs.
- Able to climb ladders and crawl under desks
- Able to stand, work on your feet, or sit

### Requirements

- Excellent technical skills with experience in Microsoft Office, Windows 10, Microsoft 365, and computer hardware
- Exceptional problem-solving skills
- Ability to multi-task in a fast-paced environment
- Ability to listen, empathize, and provide good customer service
- Ability to work independently, self-starter, energetic, and demonstrate good common sense
- Ability to work with integrity, ethics, and use sound judgement
- Ability to manage and prioritize multiple projects simultaneously

### Work Locations

- Arthur Companies headquarters in Arthur, ND
- All Arthur Companies locations onsite as needed

- Remote work only when approved (rare)

## Schedule

- 8-5 Monday to Friday
- After hours remote support as needed (rare)
- After hours or extended hours for projects (planned) or emergency issues (unplanned)