



POSITION DESCRIPTION

Title: Field Service Technician

Division: Computer Comfort

Reports To: Service Manager

FLSA: Non-Exempt

Position Summary and Supervision Received

Receives general supervision to perform on-site and off-site computer repairs, and provide a variety of product and technical support work; travels to customer sites approximately 75% of the time.

Essential Responsibilities

Daily:

1. Visit residential and commercial customer locations to diagnose reported computer problems.
2. Enter time billing entries into system used for customer invoicing.
3. Report to Service Manager at designated times and upon job completion.
4. Perform remote network systems administration for customers and company's internal systems.
5. Assist other Field Technicians with customer diagnostic problems.
6. Obtain assistance from Sr. Field Technicians on complicated diagnostic problems.

Weekly:

Identify problems with computers brought to the shop. Determine steps needed and perform repairs.

Monthly:

1. Assist Sr. Field Service Technician in installation of complete hardware solutions including networks, servers, computers, cabling, etc.

Desired Minimum Qualifications

- Associate's Degree in computer-related field or High School Diploma (or GED) plus five years technical training or
- Any equivalent combination of related education and experience.
- A current Microsoft Certification.

- Must have own transportation to visit customer or other sites, have and maintain insurance coverage and an acceptable Motor Vehicle Record.

Necessary Knowledge, Skills and Abilities

- Ability to install, configure, diagnose, and repair Microsoft Operating Systems and software including; Windows Server 2003/2000, Windows Small Business Server 2003/2000, Terminal Server, Active Directory, Group Policy, Exchange, Windows XP/2000/ME/9x, Office.
- Experience with Linux, Macintosh, Novell, and SQL a plus.
- Ability to install, configure, diagnose, and repair network hardware and software including; Firewalls, routers, switches/hubs, and cabling.
- Experience with Cisco, VPNs, and WANs a plus.
- Logical thought process and problem-solving ability.
- Ability to recognize customer needs that lead to additional sales.
- Excellent communication and customer service skills to effectively describe solutions in non-technical terms.
- Ability to travel to customer sites and other off-site locations determined by the company.

Tools and Equipment Used

Vehicle, screwdriver, pliers, wire crimpers, wire cutters.

Physical Demands

- Frequently required to lift up to 30 pounds and periodically lift up to 65 pounds with assistance
- Vision abilities required by this job include close vision, the ability to adjust focus, and depth perception.
- Frequently required to brace or balance, sit, talk or hear, bend, stoop, crouch, kneel or crawl and use hands or fingers to handle and manipulate objects, grip, hold and reach with hands and arms.
- Periodic exposure to dust or fumes.

Work Environment

- The work environment is a business office that is considered moderately noisy.
- Periodic need to climb ladders or be exposed to heights when performing installations.

The responsibilities outlined above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee's Signature

Supervisor's Signature

Date

Date