

IT Technician

Are you a detail oriented, reliable, personable, and a hard working individual who is looking for part-time work with potential to reach full-time work? We are seeking an enthusiastic candidate, experienced in the IT world and to grow with our team! We are a managed service provider supporting small to medium sized businesses in the San Jose Bay Area.

The ideal candidate is eager to troubleshoot computers, build and configure systems/servers and communicates clearly and professionally. Do you have excellent customer service skills? Great! We are looking for someone who would be interacting with our clients and team members in a friendly and courteous manner.

Work hours are flexible up to 40 hours per week. We prefer applicants who can work with a variable schedule.

SCOPE OF WORK

- On-Site and Remote End-User IT Support
- On-Site and Remote Network IT Support
- Instruction writing for common End-User tasks
- Experience with Windows Operating Systems, Adobe and Microsoft Office
- Building or setting up software and hardware on desktops and laptops

MINIMUM QUALIFICATIONS

- Automobile transportation to/from office and customers
- Proficient with computers (PC hardware, Windows/Mac/Linux OSs)
- Knowledge of networking (TCP/IP, file sharing, etc.)
- Able to build a PC computer
- Able to multi task and handle deadlines with ease
- Must be highly organized and detail oriented
- Customer service oriented and can adapt easily to different personalities and environments
- Ability to maintain highly accurate job logs
- Self-starter, able to work independently, flexible attitude
- Excellent phone skills & written communications



BENEFITS

Benefits include profit sharing based on personal and company performance, employee referral awards, in-house and vendor tools training, flexible schedules and opportunity to work remotely. Self-education and keeping on top of this changing industry are paramount in staying successful in this profession and we assist wherever possible.

The most important skill needed is the ability to creatively troubleshoot problems. Someone who is methodical, logical and above all will keep the client's best interest in mind. This is a customer facing position and requires good communication skills with a professional attitude. You must be able to deal with varied personalities and technical skill levels while maintaining a professional demeanor.

Please reply with resume and brief cover letter detailing why you are perfect for this opportunity. Also include a recent technology purchase you made and why you made it.

Submit application to [jobs@ ophtek.com](mailto:jobs@ophtek.com)