

POSITION DESCRIPTION

TECHNOLOGY SPECIALIST

12:34 MicroTechnologies Inc is currently seeking a Technology Specialist with 2+ years of experience to fill a full-time position in our Lancaster PA office. An associate degree or higher in Computer Science, Information Technology, or a related field is desired. The position reports to the Managed Services Director. The qualified candidate will be experienced in troubleshooting computers and peripherals in a Windows network environment. Outstanding customer service skills both oral and written is required, and applicant must have strong problem-solving skills and an aptitude for developing solutions in a detail-oriented, fast-paced environment. This is not a remote-work position.

We offer an attractive compensation/benefits package and a creative work environment with an opportunity to join a strong team of talented individuals.

Please submit your resume to: careers@1234micro.com

JOB FUNCTION: Maintain day-to-day desktop system support. Provide excellent client service.

DUTIES & RESPONSIBILITIES:

- Respond to and resolve help-desk tickets as assigned.
- Front-line client contact, whether by phone, email, or on-site.
- Troubleshoot and resolve technology issues.
- Set-up and configure client workstations/new hardware as appropriate.
- Maintain documentation; update as needed.
- Escalate unresolved client network issues to senior staff.
- Advise management of potential client upgrades or additional tech needs.
- Assist in tech project execution.
- Participate in on-call rotation.

EDUCATION & EXPERIENCE:

- Associate degree or higher in Computer Science, Information Technology, or related field.
- 2+ years of experience in small business network environments including Microsoft 365.
- Technical certifications a plus.
- Must have current PA driver's license.

KEY COMPETENCIES:

- Critical thinking and problem-solving skills
- Excellent communication skills, both oral and written
- Ability to work independently and multitask in a fast-paced environment
- Excellent customer service skills
- Teamwork; adaptability; flexibility