

Job Title: Desktop Support Technician

Job Description: The Desktop Support Technician is the front-line support staff for all computer and networking systems at Princeton Rescue Squad. This includes support for all staff, including billing systems, accounts payable systems, as well as electronic patient care reports. The desktop support technician is also responsible for upkeep of the phone system and AV systems.

Main Duties and Responsibilities:

- To diagnose and resolve software and hardware incidents, including operating systems, across a range of software applications.
- To diagnose and resolve network related incidents.
- To assist all our users with any logged IT related incident when called upon
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.
- To install and configure new IT equipment.
- To resolve incidents and upgrade different types of software and hardware
- To resolve incidents with printers, copiers, and scanners
- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.
- To be a highly motivated team player with the skills and ability to manage changing priorities. To create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
- Exhibit a flexible approach to working on an on-call basis and provide necessary cover where needed.

Requirements:

- Hands on Experience with Windows / Linux OS environments
- Working knowledge of office automation products and computer peripherals, like scanners and printers
- Knowledge of Network Security Practices and antivirus programs
- Understanding of DHCP, DNS, routers, switches, and other network hardware
- Ability to perform remote troubleshooting and provide clear instructions
- Excellent problem solving and multitasking skills
- Customer-oriented attitude
- Ability to work independently without direction

Education Requirements

- Associates Degree in IT or a related field (or equivalent work experience)
- CompTIA A+ / Net + or equivalent work experience

To apply email a resume to: resume@princetonrescue.com

Applicants will have to pass a technical skills assessment before interviewing