

FIELD TECHNICIAN

SCOPE OF POSITION:

The Field Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment.

DUTIES AND RESPONSIBILITIES:

- Assists in developing long-term strategies and capacity planning for meeting future desktop hardware needs.
- Conducts research on desktop products in support of PC procurement and development efforts.
- Write technical specifications for purchase of PCs, desktop hardware and related products.
- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Installs, configures tests, maintains, monitors, and troubleshoots end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assesses the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, etc.
- Collaborates with Service Desk Technician / Network Technician / Application Support Analyst to ensure efficient operation of the company's desktop computing environment.
- Receives and responds to incoming calls, pages, and/or e-mails regarding desktop problems.
- Ensures that physical desktop connections are in proper working order.
- Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.
- Accurately documents instances of desktop equipment or component failure, repair, installation, and removal.

- If necessary, acts as liaison with third-party support and PC equipment vendors.

REQUIRED QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job duty satisfactory. The requirements listed below are representative of the knowledge and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be at least 21 years of age.

- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Ability to present ideas in user-friendly language.
- Must be able to lift more than 25 lbs.

EDUCATION AND EXPERIENCE:

- College diploma or university degree in the field of computer science and/or 3 years equivalent work experience.
- Certifications in A+, Microsoft Windows XP/Vista/7
- Excellent technical knowledge of PC and desktop hardware
- Excellent technical knowledge of PC internal components
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience
- Working technical knowledge of current protocols, operating systems, and standards.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Analytical and problem-solving abilities, with keen attention to detail.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.

LANGUAGE SKILLS:

Must be able to speak English and Spanish

We offer medical, dental, vision care and life insurance. Salary is based on experience and qualifications. Qualified applicants must be 21 years of age, pass an extensive background investigation that includes, criminal, financial, educational, employment and character reference checks. Send completed application and resume to **talentmanager@klecasino.com**