

IT SPECIALIST

Job Description

Complete Document Solutions is a locally owned and fully independent technology company. We take great pride in providing excellent customer-centric service and support to our primary base of Southern California. We utilize a selective partner channel to extend our reach throughout the country.

Our employees are at the heart of everything that we do. Their dedication and passion for customer care, guidance, and support is our company core foundation. Everyone counts, no matter the position. We are a long term employer that supports growth, great benefits, and individual passion directed to a common company goal.

Our document imaging and technology product portfolios are specifically selected for their functionality, innovativeness and reliability.

Position

Complete Document Solutions is currently seeking a highly motivated and professional IT Professional.

Responsibilities:

- ✓ Provide both onsite and remote support in order to resolve client issues to their satisfaction
- ✓ Monitor and respond to IT helpdesk requests in a timely and effective manner
- ✓ Modify configurations, utilities, software default settings for local workstations
- ✓ Onboard new users
- ✓ Configure, Install, and test new workstations, servers, peripheral equipment, and software
- ✓ Perform timely workstation hardware and software upgrades
- ✓ Identify and escalate problems
- ✓ Perform preventative maintenance and repair of end user devices
- ✓ Participate in the development of help sheets and FAQ documents for end users
- ✓ Comply with all site audit, licensing, and company policies and procedures

Qualifications

- ✓ Knowledge of advanced computer hardware, including desktops, laptops and networking equipment
- ✓ Experience with MS and MAC Operating Systems and MS applications such as Office
- ✓ Experience with helpdesk best practices
- ✓ Strong written and oral communication skills
- ✓ Detail oriented with strong organization and documentation skills
- ✓ Outstanding customer service skills
- ✓ Ability to absorb and retain information quickly
- ✓ Dexterity to handle computer equipment, tools, and light cabling
- ✓ Ability to lift and transport moderately heavy items such as computers and office printers
- ✓ Must be able to work will with co-workers/team members

Benefits

- ✓ Ongoing technology training
- ✓ Growth opportunities
- ✓ Dental and medical insurance
- ✓ 401(k) program with company participation
- ✓ Paid holidays, sick, and vacation
- ✓ Excellent long term existing team
- ✓ Health insurance
- ✓ Paid time off

Job Type: Part-time

Pay: \$19.25 - \$36.00 per hour

Experience:

- ✓ Customer service: 1 year (Preferred)

Requirements

- ✓ A minimum of 2 years of PC hardware and support experience in Windows and Mac operating systems
- ✓ Working knowledge of all MS Office Suite products
- ✓ Working knowledge of MS Exchange Servers and Databases
- ✓ Intermediate skill set in MS Excel and Access
- ✓ Valid California Driver's License
- ✓ Reliable car for use in travel to customer locations
- ✓ Proof current and ongoing car insurance
- ✓ After hours and weekend work will be involved

Schedule:

- ✓ Day shift
- ✓ Holidays
- ✓ Monday to Friday
- ✓ Night shift
- ✓ Weekend availability

Ability to commute/relocate:

- ✓ Torrance, CA 90503: Reliably commute or planning to relocate before starting work (Preferred)

Education:

- ✓ Associate (Preferred)

Work Location:

- ✓ One location

Work Remotely:

- ✓ No