



Complete Document Solutions Tier 2 IT Support

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.

Job description

In the Tier 2 role, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. You will be responsible for administration and internal and external support of the Company's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations. Strong and friendly communication skills required.

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

Education:

Bachelor's Degree preferred in computer science, information technology or a related field. College-level coursework or technical training or certification is highly desirable, preferably in computer science, information technology or a related field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

License and Certification: California Driver's License and a satisfactory driving record are conditions of initial and continued employment.

Experience in the technical field or certification may be substituted for degree. A minimum of 1-2 years of PC hardware and support experience in Windows 7/10 and Windows Server 2012. A working knowledge



of Microsoft Office 2016 suite, MS Exchange Server 2016 and DB (Lotus/Access/other). Candidate must also demonstrate intermediate skill set in MS Excel and Access 2016. Valid California driver's license and insurance required.

Knowledge and Experience:

- Knowledge of advanced computer hardware, including desktops, laptops and networking equipment
- Advanced knowledge of Active Directory, VMWare ESXi, Microsoft Azure, Amazon AWS, Cisco IOS, Extreme Networks CLI, Office 365, SharePoint Online, Group Policies
- Experience with MS and MAC Operating Systems and MS applications such as Office
- Experience with helpdesk best practices

Abilities:

- 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

License/Certification/Experience Required:

- A minimum of 4 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

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

Job Type: Full-time

Pay: \$19.25 - \$36.00 per hour