



## Complete Document Solutions Tier 1 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 1 IT Support role with Complete Document Solutions, 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 helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Perform timely workstation hardware and software upgrades as required

### 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.



License/Certification/Experience Required:

- A minimum of 1 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

**Salary:** Pay: \$16.00 - \$32.00 per hour