

# VertitechIT<sup>®</sup>

## JOB OPPORTUNITY

### Desktop Support Technician

#### Company Overview

Here at VertitechIT, we've created a new path to IT transformation. Our job is not just to solve technical problems, but to develop the strategic solutions that make an organization or healthcare institution thrive. We embrace positive change in ourselves and drive change for our clients. We are Advisors, Confidantes, Strategists, and Innovators for Hire.

#### Who We Are

To label us as "IT Consultants" would be like calling a laptop, a portable typewriter.

We are ever-evolving and hungry for updates... forward thinking but backwards compatible. That stuff about "value-added partnerships" is B.S. and does nothing but imply short-term results. Our focus is (and always be) on long term impact and keeping clients for life. Remember Vanilla Ice, Baha Men, and Right Said Fred? Not many do. One hit wonders are quickly forgotten. We strive to be our client's "greatest hits."

We do amazing work. By combining the tried and true with the new and innovative, we implement the technologies and methodologies that make our clients better, more efficient, and more profitable. We exceed their expectations by shattering the usual barriers that arise between client and consultant. We eliminate in scope and out of scope arguments during the life of every contract by providing access to our entire staff for strategic advice on any topic, any time, no questions asked. Many of our competitors make their living on change orders. We think scope creep is a good thing as it makes for a better outcome and more importantly, allows us to integrate ourselves comfortably into the fabric of our client's organization over time.

Some tell us we're crazy. We like that.

#### Role Title

Desktop Support Technician

#### Location

Lancaster, PA

#### Start Date

Immediate

#### Benefits

We're offering a generous starting salary (show us why you're worth it!) with an unlimited vacation day policy (yes, you read that right), a matching 401k plan, company-paid health insurance (you read that right too), and a great team-oriented work environment.

## Role Description

A Desktop Support Technician is the first line of help when an end user encounters problems with hardware or software. They are the smiling face of the company and should interact with clients with courtesy, confidence, respect, attentiveness, and haste. They are responsible for calm and confident answers to customer questions, technical support of desktop and laptop computers, tablets, printers, mobile phones, applications, VPN connections, and other technologies that client users interact with directly. Desktop Support

Technicians should troubleshoot problems accurately, have grace under pressure, possess a patient attitude to deal with a variety of situations and personalities, update the end user frequently, and assure the end user that a problem is being worked on or inform them of resolutions to the problem/issue.

## Responsibilities

Support responsibilities includes, but aren't necessarily limited to:

- Building specifications and requirements
- Installation of hardware/deployment of software
- Testing, diagnosing and troubleshooting (including escalation to peers or when necessary)

When our Desktop Support Technicians are tasked with something new or unfamiliar, they're expected to use logic, research, training, peers, vendors, and thorough troubleshooting and customer service skills to overcome the situations to which they are presented. They can certainly ask for help but are expected to use good judgement to determine if they can assist the customer immediately or escalate through the proper channels when presented with wide-spread issues. Desktop Support Technicians may assist Engineers with maintenance, tasks and testing to ensure a positive end user experience.

## Qualifications, Strengths, and Skills

### Required:

- 1+ years of experience working in a desktop support environment with software and hardware technical issues; experience working in a healthcare environment is a plus
- 1+ years of direct IT Hardware support with vendor certification
- Demonstrated reliability and commitment to the end-user
- Documentation skills and diligence in keeping tickets, requests, and end-users up to date
- Ability to prioritize and execute tasks in a high-pressure environment
- Strong customer service, oral, and written communication skills
- Ability to lift 50+ pounds
- Dependable transportation as moderate travel can be expected
- Strong analytical skills and the ability to research PC and software issues
- Ability to work on a team and the ability to collaborate when necessary
- Comfort with Windows 7 and Windows 10 with certifications preferred; the ability to image and rebuild workstations is required