1010 TECHNOLOGY CENTER, INC.

Job Posting
Network Technician

Location: 1010 Technology Center Inc, Alpena, MI
Reports to: V.P. of Technology

1010 Technology Center is a Managed Services Provider located in Alpena, Michigan. We provide technology support and services to our customers throughout the United States both remotely and onsite. The position will provide exposure to multiple technologies and possible opportunities for advancement as we continue to grow our company.

The **Network Technician i**s responsible for maintaining, analyzing, and troubleshooting PCs, monitors, phones, faxes, printers, scanners, copiers, and other hardware, and for utilizing the IT helpdesk system to provide IT support services.

Key Responsibilities:

- Utilize the IT Helpdesk system to troubleshoot and solve customer support requests related to PCs, faxes, printers, phones, scanners, copiers, and any other supported hardware.
- Assist with routine maintenance of software, including upgrades, antivirus, patches, etc.
- Work with the network administrators to determine and resolve any network issues, flaws, or vulnerabilities.
- Installation and repair of equipment, software, and hardware as needed.
- Perform equipment moves, adds, and changes as requested by customers or network administrators.
- Assist with the development and upkeep of documentation such as hardware inventory, procedures, and software licenses at 1010 Technology Center and for our customers where applicable.
- Develop training documentation and provide end-user training and education for our customers as requested.
- Travel to customer sites is required.
- Perform all other duties as assigned.

Qualifications:

- Associate degree in computer science or information technology.
- 2 years' experience in a technology support environment preferred.
- Candidate should be familiar with standard concepts, best practices, and procedures of the IT field.
- Must be able to work in a fast-paced, multitasking environment and have good customer service skills.
- Must be available after-hours and weekends for customer support and projects when required.

Interested candidates should submit a resume and cover letter to Ashley Glowinski at aglowinski@panel.com by Friday, March 29, 2024.