

Position Vacancy Announcement

Position: Field Services Technician
Deadline:
Salary: Commensurate with training and experience
Contact: Tri-County Computer Services Association (TCCSA)
Email: vacancy@tccsa.net

Additional Information

The Tri-County Computer Services Association (TCCSA) has an immediate opening for a Field Services Technician. Please submit a letter of interest and resume via e-mail to vacancy@tccsa.net.

TITLE: Field Services Technician

REPORTS TO: Executive Director and assigned Manager or Team Lead

EMPLOYMENT STATUS: Full-Time (12 months) – Evaluated Annually

GENERAL DUTIES: Provide direct support to TCCSA district(s) as assigned. Keep the Director and assigned Manager or Team Lead informed of current activities and emerging issues.

SPECIFIC DUTIES:

- Assist assigned district(s) in overall operation of district
- Maintain and repair equipment under contract with TCCSA and/or third party
- Diagnose hardware and software problems
- Evaluate, install and configure new software
- Prepare documentation for users
- Investigate, implement and support new technologies
- Develop and implement procedures that ensure adequate and secure data processing operations (e.g., data backup, restoration, storage)
- Maintain a positive and cordial relationship with the TCCSA staff, TCCSA users, and the general public
- Organize tasks and manage time effectively
- Employ independent judgment, initiative, and decision-making skills
- Perform other specific job-related duties as directed by Executive Director and/or assigned Manager or Team Lead

QUALIFICATIONS:

- Previous technical support or customer support experience desired
- Excellent verbal and written communications skills
- A high level of professional integrity
- Strong analytical and organizational skills
- Documented evidence of a clear criminal record is required