

Technical Assistant

ABOUT OUR COMPANY:

TSM Consulting, Inc. is a technology company that specializes in IT and Network support for Police Departments, Cities, and Municipalities. We were started in 1997, dealing with Texas DPS Criminal Justice auditing and compliance, and have expanded to most forms of IT support for small-medium government entities.

JOB DESCRIPTION:

We are currently seeking a highly motivated individual to join our support team and provide IT and equipment related phone support as well as periodically perform field service and installations of IT equipment.

SUMMARY:

Seeking an outgoing, well-spoken individual to handle incoming service calls and assist with IT support calls including problems with technologies such as:

- Windows 7 & 8
- Windows Server 2008 & 2012
- Microsoft Office and Exchange Server
- VoIP Phone Systems
- Firewalls, Routers, Switches, ISP hardware, and peripheral device connectivity

This relates to all technology, including: workstations, servers, printers, networks, and vendor specific hardware and software. The job also requires some state domestic travel, in instances such as field installations and equipment support.

ESSENTIAL DUTIES AND RESPONSIBILITIES (including, but not limited to):

- Manage customer support calls
- Communicate with customers regarding progress of repairs and follow up with open support cases

- Complete and maintain detailed records of repairs and all service work performed using support tracking system
- On-site installation of Routers, Servers, PC Systems, VoIP Phone Systems
- Individual must be able to travel in-state using company vehicle

REQUIRED QUALIFICATIONS AND SKILLS:

- Bachelors degree, computer science or similar field preferred
- Ability to read, interpret and work with complex computer parts and assembly drawings
- Excellent Verbal and interpersonal communication skills required to interface with staff and customers
- Must have a valid driver's license and be able to be insured as a driver under the company's driver insurance policy
- Must be organized and capable of multitasking with several customers at once
- Must be capable of completing tasks unassisted at customer locations
- Travel required: 25% (in-state, typically during work hours. 10% overnight travel)
- 1 to 3 years experience in IT or IT support related field. (If you can't answer IT questions related to experience you will not be considered)
- Ability to diagnose and repair computer hardware and software issues, as well as IP and
- Ability to manage multiple tasks, address priorities, and work will with other staff members and customers
- Ability to handle stress related to technical support
- **MUST BE ABLE TO PASS AN EXTENSIVE BACKGROUND CHECK**

WORK ENVIRONMENT:

Position is full-time Monday to Friday from 8:30AM to 5PM in our Rockwall, Texas office. Some nights and weekend work is required and expected as needed to facilitate customer support needs. Please consider the distance you are from Rockwall, TX when applying for this position. You must also have reliable transportation to work. Not eligible for relocation.

Pay dependent upon combination of education and experience.

Please submit your resume to **rickm@tlets.com**

If you are a recruiter I DO NOT need your services.