Computer Tech Job Description

Position Overview: We are seeking a motivated and skilled Computer Tech to join our IT team. The ideal candidate will be responsible for providing technical assistance and support to end-users, ensuring that all hardware and software issues are resolved efficiently. You will play a key role in maintaining the overall productivity of our staff by delivering exceptional customer service and technical expertise.

Key Responsibilities:
- Respond to and resolve hardware and software issues reported by employees via phone, email, or in-person.
- Install, configure, and upgrade desktop computers, laptops, printers, and other peripherals.
- Troubleshoot and resolve network connectivity issues.
- Assist with user account management, including creating, modifying, and deleting user accounts.
- Provide training and support to users on software applications and best practices.
- Maintain documentation of support requests, resolutions, and inventory of IT assets.
- Collaborate with other IT team members on projects and initiatives as needed.
- Stay updated on emerging technologies and industry trends to improve support processes.

Qualifications:
- 1-3 years of experience in desktop support or a similar role preferred.
- Strong understanding of Windows and macOS operating systems.
- Familiarity with Microsoft Office Suite and common software applications.
- Excellent problem-solving skills and attention to detail.
- Strong communication and interpersonal skills to interact effectively with non-technical users.
- Ability to work independently and as part of a team in a fast-paced environment.