

Support Technician I

Duties:

Under some supervision, acts as primary point of contact for end-user issues and is responsible for remote troubleshooting (level 1 and above) and dispatch on incoming phone support requests. Investigates and resolves computer software and hardware problems and provides application software testing for standard desktop applications and business unit applications. Escalates more complex issues to Support Technician II if unable to resolve in a timely manner or due to staffing constraints. Performs deployments and diagnostics. Assists with maintenance of business server and network systems.

Requirements:

- Associates Degree in Computer Science or related field; Bachelor's Degree preferred.
- Minimum 1 to 2 years performing technical support in an IT environment.
- Must possess knowledge and experience in Windows Server environments and Citrix and Terminal Server environments.
- Must possess knowledge of Windows desktop operating systems, applications, networking, computer desktop hardware, and local/network printing.
- Equivalent amount of education, experience, and/or training will be considered.

Certifications/Licenses:

- CompTIA, Microsoft, VMware, Citrix, or Cisco technical certifications required.
- Valid Hawai'i driver's license and use of own vehicle required.

Submit your resume, cover letter, and salary requirements to hr@pacxa.com.

This position requires proof of vaccination. The Company requires that all employees be vaccinated or be approved for a medical or religious accommodation.

Pacxa is an Equal Opportunity Employer.