



Martin, Clarksville, & Union City
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IT Technician

Twin Oaks Technology & Financial Solutions is a business and residential provider of technology and financial solutions. We specialize in designing, selecting, and implementing new hardware, software, and systems as well as website design, mobile apps, social media marketing, and financial services. We help businesses by leveraging our 20+ years of experience with proven solutions. We strategically partner to help businesses with information technology and accounting needs from help desk to management consulting and everything in between.

Primary Duties:

- Identify, troubleshoot, and resolve hardware, software and network related problems encountered by clients using their internal/external networks, servers, PCs and Macs, various operating systems, etc.
- On-site fiber installation and troubleshooting for business and residential customers.
- Perform or assist with network cable pulls, including CAT6 and Fiber.
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Customer sales, service, and education
- Research, test, and implement possible solutions.
- Deliver customer support both in-person, over the phone, and in writing, in a professional manner.
- Use established tracking system to log requests, monitor progress, track problem resolution, and identify patterns.
- Documentation of proper procedures and fixes.
- Other duties as assigned.

Other Qualifications:

- Basic understanding of PC Operating Systems.
- Basic understanding of Server Operating Systems.
- Basic understanding of networking, including business and home network infrastructure.
- Quality verbal communication (small and large group settings) and written communication (web, email, letters)
- Ability to work individually and self-driven
- Learn and apply new technical knowledge quickly
- Highly self-motivated individual
- Demonstrate ability to solve problems, analyze systems and data and suggest appropriate solutions
- Well-built skills in organization, prioritization and time management
- Casual professional attitude
- Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking. Must also be able to tolerate confined spaces, including but not limited to, crawl spaces and attics.
- Clean driving record and valid driver's license.
- Must be willing and able to work after normal business hours with on call duties.
- Working in a safe and effective manner, keeping work area clean, at all times.
- Twin Oaks is a drug free workplace, all employees are required to successfully complete a preemployment drug screening.