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## **Information Technology Technician Position**

Twin Oaks Technology & Financial Solutions is a business to business 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 networks, the Internet, mainframes, PCs and Macs, various operating systems, etc.
- Configure and install hardware, software, and various other equipment.
- Work with vendors to resolve issues.
- Research and test possible solutions and implement solutions.
- Analyze bugs in system and application software.
- Listen and communicate information to a wide variety of clients and vendors at all levels of skill.
- 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.
- Provide orientation and training to end users.
- Troubleshoot all technology issues.
- Develop and maintain client and company websites.
- Assist with social media marketing.
- Other duties as assigned.

### **Knowledge of:**

- Principles of information systems design, especially related to multi-protocol, multi-platform client/server environments
- Principles and practices of networking technologies
- Theory and practice of LAN/WAN administration
- Mastery of desktop operating systems and various software applications

### **Other Qualifications:**

- 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.