



Support Technician Job Description

North River IT is looking for an entry-level technologist. This individual will possess strong, basic computer skills specifically Microsoft Windows Server and Windows 7 proficiency. This individual should have a basic understanding of networking technologies.

Job Title:

Support Technician

Job Purpose:

Assist Lead Technician and management by serving as the first line of defense against incoming support requests.

Support Technician Job Duties:

- Receive training from Lead Technician on procedures, policies and practices so that customers can continue to receive the same level of support they are accustomed to
- Serve as first point of contact at North River IT help desk
- Schedule routine maintenance and support for critical server infrastructure
- Commitment to receive Microsoft competencies
- Manage help desk tickets and prioritize user requests
- Document policies, procedures and changes made to customer environments

Skills/Qualifications:

Highly organized individual, that is motivated with strong communication skills. This position is technical, but requires verbal and written communication with partners and customers.

Job opening in Bismarck, ND. Initially part-time \$18/hour, potential for full-time after probationary period. Health benefits will be available after probationary period.

North River IT
PO Box 3027
Bismarck, ND 58502-3027
[701-751-2341](tel:701-751-2341)
books@northriverit.com