

IT Deployment Technician (Temporary, Full Time)

Deployment Technician

The role will be focused on physical installation and configuration of Windows 10 devices for the Highmark Allegheny Health Network. The contract runs through the end of 2021 and pays \$15-20 an hour. MCPc is looking to bring on 2-3 people for this position in Erie and 4 people in Pittsburgh. A more detailed description is below:

Please send your updated resume to Katie Sooy-Schultz at ksooyschultz@nescoresource.com or call 216-674-5655.

This position is a temporary full-time position (ending in December 2021) and involves setting up and installing PC systems at customer main campus location. The technician will connect power, and peripheral cables to new systems. Technician may also migrate end-user data from legacy systems to new systems, and verify proper printers and drives are mapped. Technician should be able to conduct limited end-user support, namely answering general questions regarding the use of their PC system and answering questions regarding data migration.

Key Tasks and Responsibilities

- Perform software installation.
- Imaging
- Perform computer re-deployments.
- Provides connectivity to the customer's network.
- Installs local and network printer drivers on desktops/laptops
- May be required to answer phones and resolve technical issues over the phone/in person/remotely

Key Outcomes of the Position

- A positive support environment
- Meeting expectations of customer, while meeting all business expectations
- Provide high quality project and IT support to the customers and end user's by assisting them with incidents and resolving IT related support needs to minimize delays related to technical issues across the organization.
- Proved a high level of customer service tied to every interaction with the customer and an end-user

Qualifications

Skills and Attributes Required

- Must possess strong attention to detail.
- Professional demeanor is a necessity.
- Ability to follow strict protocols while maintaining an empathetic approach to in assisting the end user.
- Strong documentation skills from issue to resolution.
- Excellent communication skills both verbally and written are critical.
- Proven customer service and communication skills (phone, written and in person)

Experience and Educational Requirement

- Must have experience in setting up and installing computers.
- Thin client experience deployments and upgrades
- Imaging and re deployments
- Will have intermediate to advance MS operating system troubleshooting skills
- Must have experience migrating data
- Windows 7-10 upgrades and deployments
- College diploma or university degree in the field of computer technology and/or years equivalent work experience.
- Certifications in CompTIA A+, MCP, and/or Network +, preferred.
- Must be experienced in installing network printers.
- Must be proficient in using all MS Office applications.
- Valid driver's license with less than 6 points
- Reliable transportation
- The physical requirements of this job include frequent sitting with regular stooping/crouching walking, standing, pushing/pulling, carrying, lifting up to 40 lbs., grasping, reaching, and clarity of vision. The mental requirements of the job include general intelligence, motor coordination skills, coordination of the hands, eyes and feet, verbal intelligence and number intelligence. The workplace environmental conditions are typically that of a temperature controlled and clean office setting. Regular driving to other office or customer locations may be required.

Regular attendance and punctuality are an essential job function of this position. In addition, the duties of this job need to be performed at our client offices for the purpose of interaction and collaboration with colleagues and/or clients as necessary, the ability to adequately supervise the associate, and/or the availability of necessary equipment utilized for regular job functions.

All your information will be kept confidential according to EEO guidelines

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