



Technical Support Specialist

Employer

Clock Medical Supply
901 Industrial Blvd
Winfield, KS 67156
Ph (620)221-0550

Job Details

Title: Technical Support Specialist

Reports To: Technical Operations Manager

Job Description:

This is an in-office Full time Monday – Friday position with competitive compensation.

We are looking for a long-term IT professional that will be proud to be part of a team that is dedicated to solving problems and delivering IT solutions to our employees.

This position needs someone who is a good self-starter, trustworthy problem solver, along with being self-motivated to follow up on and research existing issues. This position serves as the first point of contact and support for technical assistance so that our employees can stay working and customer focused.

It includes troubleshooting hardware and software issues in person, remotely, or over the phone.

You must live within a 30-minute drive of Winfield and this will be an in-office position.

Responsibilities:

- Monitor Helpdesk and serve as the first point of contact for technical assistance
- Setup new users on workstations, software, cellular devices and networks
- Be familiar with Windows 10 & 11, Windows Servers and basic networking
- Be proficient in navigating and troubleshooting different kinds of software
- Move equipment as needed with the ability to manually move, lift or carry up to 50 lbs
- Provide basic training to new users along with new software or processes
- Keep all workstations and printers up to date

- Work with users on Internet and Email Security
- Work with Vendors on technical support issues
- Basic Computer, Laptop and printer service and repair
- Ability to research and find solutions to problems
- Self-motivated to keep up with MS changes and self-education with new technology
- Well organized with the ability to work on quarterly projects
- Assist with existing projects and new ideas
- Be available to work flexible hours as needed

Education & Experience:

- High School graduate/ GED required
- Some college, military equivalent, or 2+ years Information Technology and/ or helpdesk experience required

Specific Skills:

- Problem solving, excellent customer service and focus on details
- Must be receptive to new ideas and support change with a positive attitude
- Able to meet deadlines on a consistent basis
- Strong written and/or verbal communication skills
- Must have good judgement and decision-making skills
- Can adapt quickly and professionally to changing priorities
- Working knowledge of Windows, MS Office, Web browsers, basic software and website navigation
- Understand hardware along with I/O ports and video port types

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Vision insurance
- Health insurance
- Health savings account
- Paid time off

Application instructions:

Please send your Resume as a PDF to mike.bursack@clockmedical.com