



PC Support Technician II

 TRAX International / Yuma, AZ

Classification: Non-exempt

Apply online: www.traxintl.com

Troubleshoots and resolves reported user incidents and fulfilling user requests within the Army Information Technology Metrics Program. Maintains assigned tickets in the Service Desk Work Order application. Provides onsite support and remote support with approved tools. Follows and executes documented processes, answering incoming user calls, routing tickets for approval, and providing technical assistance for customers. Maintains an issue/ resolution knowledge base. Must have excellent written and communication skills. Excellent customer service skills. Perform other duties as required to complete the assigned mission. This position is covered under the Collective Bargaining Agreement.

Pay Rate: \$26.78/hour

Education/Licenses/Certifications/Experience Requirements:

- Must possess a high school diploma or equivalent.
- Must have a minimum of one (1) year direct related computer support experience (relevant schooling may be substituted).
- Must have experience providing computer related customer service.
- Must have experience troubleshooting and resolving computer related issues.
- Must have experience with supporting current Microsoft Windows operating systems, Microsoft Office, PC compatible laptops and desktops, Personal and network printers, and web browser support.
- Will be required to meet Army certification requirements by obtaining CompTIA Security+ and Windows OS certifications within six (6) months of hire.

Job Skills Requirements:

- None.

Physical Demands and Working Conditions

- Must be able to pass a pre-employment drug screening and physical.
- Must be able to work in an office setting and occasionally perform work outdoors.
- Must be capable of sitting at a computer and typing for long periods.

- Must be able to lift and carry 30 lbs unassisted.

Job Requirements:

- Must have dependable transportation and a dependable means of communication.
- Must possess a valid driver's license, without special restrictions.
- Must be able to work all shifts, weekends, holidays, and overtime as needed, sometimes on short notice, to support test missions.
- Must be able speak, write, read, and understand English.
- Must have a well-mannered customer service attitude.
- Must be willing to cross-train in other areas.
- Must use "down-time" effectively to the benefit of test, self, and company.
- Must be punctual, responsible, and dependable.
- Must demonstrate motivation, initiative, and reliability.
- Must be adaptable, flexible, and able to adjust to new or changing instructions.
- Must have a demonstrated ability to follow instructions and company policy.
- Must be able to deliver quality products to the customer and be responsive to their needs.
- Must be safety and security conscious, complying with rules and policies.
- Ability to work in a team setting, maintaining a professional relationship with all team members, as well as other coworkers, in and outside of your immediate work area.

Additional Desirable Qualifications:

- CompTIA A+ Certification.
- Enterprise level PC support in related industry.
- Help Desk call center experience.

Terms of Employment and Eligibility Requirements

- Must be a U.S. Citizen.
- Must possess or be able to obtain a security clearance prior to employment and maintain security clearance for the duration of employment.
- Must be a current TRAX employee or affiliate subcontractor for internal postings.

Relevance of experience to be determined by the hiring manager.

The lists above are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position. TRAX International reserves the right to make changes to the job description whenever necessary.

TRAX is committed to an inclusive and diverse workplace that values and supports contributions of all individuals. TRAX is an equal opportunity employer of minorities, females, protected veterans, and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, familial status, pregnancy, ancestry, national origin, handicap, gender identity or expression, protected genetic information, disability status, protected veteran status, or any other characteristic protected by law.