



IT Technician (SFO Airport)

Join Our Team: ServiceTec specializes in the provision of Managed IT Services to leading airports around the world managing, maintaining, monitoring and supporting business and mission critical systems professionally and more efficiently than any other service provider. Our proven capabilities exceed the demands of even the busiest airport infrastructures as we ensure the ongoing availability and continuity of airport and airline services. For further information, please visit www.servicetec.com

Position: IT Technician (SFO Airport)

Position Overview: Our Company has an immediate opening for a customer-focused mid-level IT technician to assist us with a Hardware Deployment Project at our customer's location - San Francisco International Airport. We estimate this to be temporary 40/hr per week Project Work on a contract basis.

In this role, you will

- Evaluate, install, configure, and test new hardware, software, and operating systems for a new large scale airport hardware deployment. Troubleshoot and resolve basic (standard and non-standard) hardware and software support issues.
- Create and maintain current Desktop Services SOPs (Standard Operation Procedures), and regularly update any changes through the Support team.
- Utilize advanced diagnostic tools to troubleshoot and resolve issues with computers, scanners, network connections, printers etc.
- Image and deploy desktops as needed and repair computing hardware and document printers i.e. Okidata/Epson dot-matrix printers and Thermal printers, down to a field replaceable unit.
- Consistently update status and/or resolve Tier I & II support tickets according to priority in the ServiceNow ticketing system, and detailed resolution.
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The successful candidate should be comfortable in desk-side IT hardware project deployment, documenting procedures, IT Projects, creating IT guides, documenting issues, able to walk and stand for long periods of time, and the ability to resolve IT problems.

The ideal candidate for this position will have experience in desktop and network support in a large commercial environment as well as possess A+, MCP, Net+ or equivalent IT certification. Additional college or technical training is advantageous. They will also be flexible to work on a rotational shift pattern which may include day or night shifts.

Our organization places a premium on customer service. We are looking for technicians with excellent written and verbal communication skills and possess excellent customer service skills. You have a sound approach to solving problems and can communicate with customers and partners with confidence. You can proactively made suggestions and developed initiatives for improving customer experience. You are responsive, professional, and deliver performance that enhances our company's reputation each time you answer a call to deliver on project requirements.

Minimum Requirements:

- 12 months experience in a customer facing computer related position.
- Ability to stand / walk for an 8 hour shift.
- Ability to lift 30 pounds.
- A+, MCP, Net+ or equivalent certifications.
- Willingness to work day or night shifts as assigned.
- Experience within a site-based customer service environment.

Due to the nature of the position, you will be required to pass a criminal background investigation.

For immediate consideration, please send your resume including salary expectations to recruitment@servicetec.com which will be treated in confidence.

ServiceTec International, Inc. is an Equal Opportunity Employer and will comply with all applicable local, state and federal statutes concerning equal employment opportunity with regard to all employees whether full time, part time, casual, temporary, seasonal or contract.

The Company will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, ethnic origin, colour, nationality, national origin, disability or on other grounds not prohibited by legislation.

This policy applies to the process of recruitment and selection (both internal and external), promotion, training, conditions of work, pay and benefits and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.

We thank all applicants for their interest; however only those selected for an interview will be contacted.