

Job Posting

Part-time Computer Technician / Technical Support

Date: September 20, 2007
Job#: 706

Description:

Provide hands-on technical support and maintenance of standard hardware and software technologies for desktop, laptop, and system management platforms. Support clients IT infrastructure, participate in technical projects and log, track, and communicate support issues.

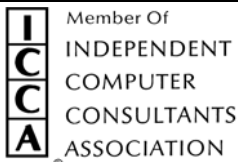
Install, repair, upgrade, PC's, Laptops, and Servers. Troubleshoot software and hardware failures and identify network problems. Support end users via sites visits, phone, email, and various other methods. Significant level of client and internal interaction. Collaborate with Liberty Computing Center internal IT team as needed.

Must be able to travel to and work from clients locations. (New York City Metro Area)

Position duties include, but are not limited to the following:

- Troubleshooting and problem solving.
- Network engineering.
- Install, repair, and configure, computers, networks, servers, wires, modems, routers, switches, hard drives, printers, software, drivers and the like.
- Perform software and hardware upgrades.
- Monitor computer alarms and status.
- Manage schedule system outages.
- Manage special internal and external requests for technology resources.
- Perform data backup.
- Research and recommend products.
- Participate in "on call schedule."
- Prepare and disseminate systems status and recommendation reports.
- Inventory and track software, hardware, and user licenses.
- Enter and maintain information in database.

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- Log all customer interactions in ticket tracking system.
- Regularly contribute to and update the corporate knowledge base.
- Provide support and training to clients.
- Learn clients' needs and provide technical direction.
- Liaison between clients and other technical vendors.

Skills:

- Excellent customer service skills are essential.
- Able to work and plan independently.
- Outstanding verbal and written communications skills.
- Expert knowledge of Windows XP, Windows Server, Remote support, MS Office Suite, and Macintosh.
- Expert knowledge of Internet protocols, IP addressing, and DHCP.
- Knowledge of databases development desired.
- SQL, PHP, and CGI knowledge is a plus.

Requirements:

- AAS in Computer Science or College Student with 50%+ credit toward a BS in Computer Science.
- 2 years of hands-on troubleshooting and support experience.
- Candidate must be willing to go through a full criminal background investigation and random drug testing.

How to apply:

Send resume and cover letter to:

Attn: H/R # 706
Liberty Computing Center, Inc.
P.O. Box 320
Brooklyn, NY 11215

***Please no email and no calls.