



AlasConnect provides full service IT support and Data Center Services to numerous public and private clients throughout the State of Alaska. Partnered with many industry leaders, we offer only the highest quality products and services.

## Systems Technician 1 – Fairbanks, Alaska

Full-time, non-exempt, Grade 6, \$20.06 - \$27.47 per hour, DOE

### **POSITION REQUIREMENTS**

- Perform technical troubleshooting, repair, upgrades, and maintenance of computing systems via remote access or on-site desktop support
- Track assigned service requests and ensure completion within time and budget constraints
- Recommend changes to systems and applications to avoid future incidents or problems
- Communicate with customers regarding recurring service issues
- Provide technical training to customers as needed; act as customer advocate
- Engage in continuous on-the-job training and skill enhancement

### **KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS**

- Knowledge of customer service, IT systems and applications
- Advanced skills in systems and software troubleshooting, repair, and support
- Exceptional follow-through and attention to detail
- Excellent customer service skills
- Excellent coaching and mentoring skills
- Excellent oral and written communication
- Exemplary problem-solving and consultative skills
- Ability to work under stressful conditions and meet continually changing needs and deadlines
- Ability to work independently and with a group

### **PREFERRED QUALIFICATIONS**

- Associates degree, certificate in applicable technical field, or equivalent work experience
- 1 year in technical or customer service-related position
- Relevant professional certifications preferred, e.g. Microsoft Technology Associate certification, Cisco CCENT certification

Hiring decisions are contingent upon successful completion of background check and drug screening.

It is the policy of AlasConnect not to discriminate against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This company further agrees to take affirmative action to ensure equal employment opportunities.

AlasConnect will attempt to make reasonable accommodations during the application and/or hiring process for qualified job applicants with known disabilities unless doing so would result in undue hardship for the company.