

Position Title: Support Technician

Who We Are

Velox Systems is dedicated to improving the lives of our customers and creating a more stable and prosperous economy. We do that by providing unsurpassed quality IT service to customers throughout the Northwest. Our services enable our customers to be more effective at their jobs through fast IT support and preventative maintenance, as we keep their businesses more secure through risk management and disaster recovery protocols.

Services We Offer

We offer a host of services to enable our customers to succeed

- HIPAA risk assessment and analysis
- Network Design and Implementation
- Hosted Company Email
- New Server Builds
- Ongoing Computer and Server Support

Job Details

Don't Bother Applying If

- You're a jerk
- You don't like working really really hard
- You don't like people
- You have no social skills
- You can't pass a background check
- You are a wanted federal fugitive or Edward Snowden
- You think you are the center of the universe

Do Apply If

- You like fixing problems
- You like helping people
- You have some (2+ years) experiencing fixing computers and software issues
- You like computers
- You like the changing environment of technology
- You are dedicated to constant improvement and learning
- You learn quickly
- You want to be a professional and work with a team of professionals
- You are willing to drive onsite to our clients locations to fix stuff

Key Results Areas

- Provide an exceptional customer experience while solving client problems
- Provide timely solutions to customer problems
- Have fun

Education

- High school diploma or GED required
- Bachelors/Associates degree in Computer Science or related field strongly preferred

Required Knowledge

- Understanding of MS Office, Outlook, and how they interact with Windows
- Microsoft Windows 7/8/10
- Desktop security
- Microsoft Windows Server 2008 – 2016
- Familiarity with Microsoft Exchange, SharePoint, SQL Server, etc.
- Working knowledge of business class applications such as QuickBooks, Adobe products, Sage, or other database applications is preferred
- Networking fundamentals, including DNS, routing, security, broadband connectivity, wireless access.

Fine Print

Velox Systems is an equal opportunity employer. And still basically a startup. We offer low pay and long hours for meaningful work and rewarding relationships. Someday we'll pay really well and have a complete benefits package, just not yet.

Extras:

We do offer a free gym membership to our employees, provided they workout 10x/month

This job description is a general description of the job and the description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that this position may perform.

To apply, email your resume to hr@veloxsystems.net and put "New Application for [Position You're Applying for]" in the title.