

On-Site IT Support Technician – Wilmington, NC

Looking to join an ***incredible team*** of IT technicians in Eastern North Carolina that make a real impact by providing creative, resourceful solutions to challenging problems every day? Come join a team where you can learn continually, gain knowledge, certifications, and grow your IT skill set in an environment based upon continual improvement and growth. We are looking for resourceful, intentional, competent, highly skilled and customer-focused IT technicians to join our growing team.

Every day presents new challenges and puzzles to solve at Computer Warriors, with a chance to learn something new, or provide value with your current knowledge to our clients. We have a great team to call out upon if you get stuck, or you can be that team member to help grow and guide others in their knowledge. The more you learn, the more you can earn at Computer Warriors, and we promote learning and growth by offering company paid training and certification testing.

We offer competitive pay, excellent benefits (Health, Dental, Vision, 401k, Life Insurance, Long-term disability), a company paid cell phone (most employees can cancel their personal plan and forward their number), and you will have a dedicated service vehicle fully outfitted to help you get the job done right the first time.

If this sounds like a career that interests you, then give us a call at the number below to apply. We would love to hear from you and have you on our team.

If you really want to earn more, we have an aggressive bonus and incentive structure in place. There is a potential for \$1,000+ in monthly commissions if you are able to help provide new solutions for clients and offer them monthly recurring services that we offer. We also have a profit sharing program in place where 10% of company profits monthly are paid out in bonuses to the team.

You can expect 17 paid days off annually (10 vacation / personal days, 7 paid holidays). After 5 years working with Computer Warriors, you get 15 vacation days annually. We have a rotating on call schedule which you will get paid overtime for if calls come in that need to be addressed. Currently the schedule is once week / weekend out of every 5.

Application Instructions:

To apply for this position, **call 910-795-1224** and dial 102 after the greeting. You will be prompted to answer 4 questions in a voicemail message.

Salary:

Salary for this position varies between \$40,000 and \$65,000. This will depend upon experience level and skill-set, among other factors. We offer profit sharing and benefits after 90 days as well as commissions on sales immediately.

Benefits:

We believe in offering stable employment and incredible benefits to our team members. We currently offer 100% paid medical, dental, and vision benefits for the individual, 75% for individual + child, and 67% Family. This comes with a company paid life insurance policy, long term disability benefits, 401k, and much more!

We pay bonuses for passing certifications in the IT field, as well as reimburse for testing costs. We also pay for the training materials.

Job Duties:

- Drive on-site to resolve issues with client's computers, networks, servers, internet connections, and anything else they need. Working efficiently and communicating effectively with clients in a courteous manner is a must.
- Assist with the installation team on server / network / computer deployments, or any other project that comes up in the service area.
- Sell additional services / hardware when appropriate to help resolve client issues and meet their needs. We offer contract services, such as Anti-virus, backups (we are a MSP), and carry inventory in-stock on our vehicles for commonly replaceable and upgradeable parts and network hardware.
- Assist our clients in a remote capacity when not on-site, helping monitor the support queue and address issues that can be handled remotely.

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- Support monitored services remotely when not busy on-site (backup failures, anti-virus alerts, etc.)
- Answer client phone calls when not on-site, dispatch work, update tickets, etc.

Requirements:

- **Excellent Customer Service Skills – Although this is a business based in technology, the relationships with clients come first!!!**
- 3 years minimum in an IT support role, preferably from a MSP
- Considerable experience in computer networking technologies and support. Net+, CCNA preferred. Knowledge in Firewalls, Layer 2 switches, Wireless technologies
- Experience with Windows Servers, active directory, group policy
- Experience and knowledge in computer support / repair, such as hard drive replacement, operating system installation, driver installation, virus removal practices
- Self-driven and ability to work both independently, in a team environment, and act confidently in front of clients even when faced with difficult challenges.