**IT Technician Level 1**

[Company name], [Location]

**Who we are**

\*Sample

Pulseway is the world’s first portable RMM solution. A robust platform that helps busy IT admins remote monitor and fix issues, using the device closest to them. Pulseway has played a vital role in making IT management effective. It’s no surprise why 4500 MSPs and 50000 IT professionals globally trust Pulseway to manage their IT infrastructure.

**Who you are**

As a Level 1 IT Technician, you are a vital part of the IT team. A friendly and self-motivated individual who provides exceptional enterprise-level support via phone, web, email, chat, and other channels to ensure tickets are resolved in a timely fashion.

**What’s in it for *you***

We want you to view your time with [Company name] as an investment in your future that pays dividends along the way. Gain rich experience by figuring out smart solutions to challenging IT problems.

Other benefits:

* Competitive pay
* Paid time off
* Parental leave
* Health and dental insurance
* Gym memberships or discounts
* Employee discounts
* Flexible work schedules
* Free snacks/coffee

**A typical day at [Company name]**

* **Client’s first point of contact:** resolve tickets concerning workflow issues, application errors, user access, and functionality
* **Escalates issue to the right person:** collaborate with level 2 and level 3 technicians to ensure the issue is resolved
* **Educate clients:** assist new clients and offer training
* **The record keeper:** document client interactions
* **Multi-tasker:** performs other related duties as required to accomplish team goals

**What you need to have…**

* High school diploma or equivalent
* Desktop/network support experience
* Excellent written, analytical, and verbal communication skills including public speaking
* Demonstrated ability to adapt technical solutions to complex business situations and strategies
* Proficient in MS Office skills to include Word, Excel, Outlook, Powerpoint

**Experience:** 2 years

PS: Even if you lack experience, apply anyway! [Company name] hires people, not skills. We always have space for people who are smart and are ready to learn.

Not your jam? We get it. Share it with peers and help them out in their job hunt.

[Company name] is an equal opportunity, affirmative action, and veteran-friendly employer. We encourage qualified women, minorities, individuals with disabilities, and veterans to apply.