



Contact TMone
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Desktop Support Technician – Iowa City, Iowa

Job Specs

Hiring Location:	TMone 1925 Boyrum St. Iowa City, IA 52240
Pay:	\$25,000 - \$30,000 plus Bonus
Benefits:	Medical, Dental, Vision, Paid Vacation
Employee Type:	Full Time
Requisite Experience:	Minimum of 1 year management experience

Job Description

This position assists staff at TMone with technical support of desktop computers, applications and related technology. Support includes specifications, installation and testing of computer systems and peripherals within established guidelines. This position reports directly to the Director of IS and will work closely with operational leadership to ensure that all PC and related equipment is inventoried and functioning correctly.

Responsibilities

- Assist staff with the installation, configuration and ongoing usability of computers, peripheral equipment and software.
- Maintain inventory of PC's, monitors and telephony equipment for entire operation
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Ensure desktop computers interconnect seamlessly with diverse systems including file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Configure, test, maintain and troubleshoot end user telecommunications hardware/software
- Other duties as required

Requirements

- 0 -2 years experience supporting Microsoft Windows XP/Vista desktop/laptop PCs.
- Experience with Microsoft Office Suite
- Experience troubleshooting hardware issues and replacing hardware on both desktop and laptop PCs.
- Experience installing software, patches, updates on Desktops and Laptops.
- Experience troubleshooting basic network, software, printing problems.
- Self-motivated, efficient and learn quickly
- Strong team player that will promote teamwork and excellent communications.
- Enjoy project-based work and be capable of multi-tasking several projects at once, delivering them on-time and on-budget
- Strong interpersonal skills are also required, since client interactions will be required from time-to-time

About TMone

TMone (pronounced T-M-one) is a leading front and back office Business Process Outsourcing (BPO) company specializing in customer relationship management (CRM) and customer service selling (CSS). When it comes to business-to-business and business-to-consumer customer interactions, TMone is unsurpassed in its ability to provide best in class results in performance, cost, quality, and client satisfaction. This approach has made it one of Inc. Magazine's Fastest Growing Private Companies five years in a row. With more than 1,500 call center seats throughout North America, TMone has the ability to meet any customer's specific needs. TMone is committed to delivering the same excellent client experience, service and sales results as it provided to the very first client nearly a decade ago.

To find out more, please visit <http://www.TMone.com>. Follow TMone on Twitter: [@TMone](https://twitter.com/TMone).

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