



Job Title: Level 1 Technician

Job Type: Full Time

Career Level: Entry-Level

Location: Dallas

Reports to: Service Manager

Salary: Starting salary based on skills and experience

Job Description

Responsibilities may Include:

- Answers and filters Help Desk calls and provides basic support and troubleshooting, such as password resets, printer configurations, email setup, break/fix instructions, ticket routing and escalation to Level 2 and Level 3 support engineers
- Perform OS repairs, spyware removal, virus removal, hardware troubleshooting, software upgrades, email setup, etc.
- Sets up and loads computer equipment with required items, and prepares computer equipment for operation
- Troubleshoots minor equipment malfunctions and corrects them
- Create new service tickets
- Work appropriate tickets by priority
- Immediate escalation of network, server, router and other emergencies
- Keep Service area clean
- Assist with fieldwork as requested
- Assists with network cabling installation as requested
- Report Directly to Service Manager
- Participate in "On-Call" program when requested
- Participate in service meetings
- Represent Viyu in a positive and professional manner

Qualifications:

- Work in a team environment /Work well individually.
- Be self-sufficient /motivating.
- Travel 25-30% estimate (required). On Call rotation
- Manage workloads.
- Meet customer and internal deadlines for deliverables.

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Required Experience:

Bachelor's degree in computer or electronics technology or graduate from an accredited two-year technical school with courses in Math, Basic Electronics, Networking, and/or Telecommunications is desired.

About Viyu Network Solutions:

Innovative Solutions and World Class Support.

Constantly growing in response to the needs of our customers in all sectors and verticals, VIYU offers custom IT solutions for every aspect of your environment. VIYU's goal is to foster long-term and mutually-beneficial relationships with our customers and partners, every single day.

Viyu is an equal opportunity employer. Employees are recruited, selected, trained, compensated and promoted without regard to race, religion, creed, color, gender, age, marital status, national origin, citizenship, veteran status or the presence of any disability not impairing the ability to perform the essential functions of the position with or without reasonable accommodation. Applicants must be currently eligible to work in the United States. We do not currently sponsor Visas. Please no third party agency contact to offer recruiting assistance.