

Title: Support Technician

Employment Type: Full-Time Employee Position

Department: Client Operations

Reporting to: Client Operation Manager

Pay: Depending on Experience

Start Date: Now

Company Information

Triton Technical is an IT and Audio/Video integration firm that designs and deploys complex integrated systems for the private yacht industry. We have a high energy, fast paced, fun and collaborative environment and we are looking to add a qualified individual to our team.

Position Summary

The purpose of this position is to help assist in the efforts of our helpdesk support team. The team responsibilities include remote and on-site troubleshooting, maintaining, testing, building and documenting IT & AV systems for various mega yachts around the world. We provide support to our clients 7x24x365. This position requires attention to detail, unique client needs, and a passion for resolving issues in an effective and efficient manner.

Essential Duties and Responsibilities

- ④ Issue management and escalation per defined procedures
- ④ Assist clients with software and hardware issues
- ④ Assist with server maintenance tasks
- ④ Assist with software implementation and systems configuration
- ④ A junior member of support team providing issue resolution for desktop, server, data, telecommunications, satellite, and A/V systems
- ④ Tests and performs system upgrades to maintain maximum system reliability
- ④ Writes and maintains documentation to include monthly reports, site information spreadsheets, user guides, etc.
- ④ Performs other duties as assigned by management

Preferred Experience and Skills

- ④ Excellent troubleshooting and research skills

Triton Technical, LLC

530 Industry Drive

Seattle, WA 98188

United States of America

info@tritontechnical.com

US +1.206.453.6120

UK +44.207.993.2547

Fax +1.206.453.6121

- Ⓢ Ability to handle new and unknown issues
- Ⓢ Remote client support
- Ⓢ Microsoft SBS 2003-Current
- Ⓢ Windows 7, 8, 10 and OS X in an AD environment
- Ⓢ Computer hardware building, imaging, testing, troubleshooting, and repair
- Ⓢ Network technology to include DHCP, switches, routers, firewalls, NAT, wireless protocols, and TCP/IP
- Ⓢ Advanced knowledge of antivirus software, common web browsers and MS Office 2010 to current
- Ⓢ Configuration, maintenance and repair of network printers
- Ⓢ Ticketing/Client Issue Management – Software, Procedures, documentation, escalation

The position also requires excellent verbal and written communication skills, independence, the ability and willingness to travel internationally, and a desire to learn.

Personality Traits

- Ⓢ Explain technical issues and resolutions in an empathetic, patient, non-technical manner
- Ⓢ Effectively prioritize tasks and client issues in accordance to defined standards
- Ⓢ Have a detail-oriented working style
- Ⓢ Share knowledge with team members, superiors, and users
- Ⓢ Apply knowledge to new situations
- Ⓢ A tenacity for solving problems both for the short and long term

Requirements

- Ⓢ Valid Driver License
- Ⓢ Valid Passport

Work Environment

Our business requirements dictate that certain system updates take place late at night and/or weekends. As such, the individual must maintain flexibility to work around user needs to complete tasks such as system maintenance, testing, software upgrades, and troubleshooting.

Weekends and augmented shifts through the month are expected.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit, talk, and hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to lift more than 75 pounds. The vision

requirement includes: the ability to adjust focus; depth perception; peripheral vision; distance vision; and close vision.

How to Apply

Triton Technical job applications are processed through an online test center. You will need to fill out an online job application and upload your resume through a web portal. You will be required to take some brief online tests in order to qualify for this position. The job application and tests are administered through the following link:

<http://www.ondemandassessment.com/verify/apply/BeqvqmB/nEnbCbE>

The job application process takes about 60 minutes. You may contact careers @tritontechnical.com only if you are experiencing technical difficulties with the online application.

