

Lead Technician

Abilities

- Must be able to pass a thorough background check
- Keen Knowledge of Microsoft Operating Systems
- Must be able to research Technical issues
- Can terminate Network cabling
- Understanding of Routers, WiFi APs, and Switches
- Good Organization Skills
- Customer Service Skills
- Advance PC troubleshooting
- Understanding of VPN and Remote Access

Responsibilities

Lead Technician needs to oversee the daily activity in the computer lab. Punctuality is a must. This position also requires knowing where all Service Techs are at all times and what issues they are working on. Lead Tech must make sure that all the Service Techs have the materials and tools needed for the job. Lead Techs are expected to complete work orders at the end of every service call they are on documenting the steps taken to resolve issues and the materials needed to complete the job. It is the responsibility of the Lead Tech to review all work orders submitted by the Services Techs and follow up with the customers to ensure customer satisfaction. Lead Techs are expected to update Management on a daily and weekly basis.