

Avrem Technologies, LLC – 316 West Federal Street, Youngstown, Ohio 44503

Job Title:	IT / Helpdesk Tier 1 (Part-Time)	Travel:	Occasionally, <100 Miles
Location:	Youngstown, Ohio	Position Type:	Part-Time / Internship
HR Contact:	Brock Burkhart, Senior IT Manager	Date posted:	January 15, 2018
Website:	www.avrem.com	Expires:	February 28, 2018
Applications Accepted By			
PHONE OR E-MAIL:			
Office: (330) 259-7399 / Email: job2018@avrem.com			
Subject Line: Seeking IT / Helpdesk Tier 1 (Part-Time)			
If contacting Avrem via email, please attach a resume and cover letter.			
Job Description			
COMPANY AND JOB SUMMARY			
<p>Since 2007, Avrem Technologies has provided small and medium business IT consulting for the entire technology lifecycle - everything from IT consultation and planning, to integration, repair, maintenance, and upgrades. Currently, we service hundreds of businesses, organizations and municipalities in Northeastern Ohio, Western Pennsylvania and twelve other states across the country.</p> <p>Avrem Technologies has an opportunity to hire an IT / Helpdesk Tier 1 Intern. The position is responsible for cataloging and organizing incoming support requests, providing Tier 1 troubleshooting to end users, providing basic maintenance and security tasks related to clients' computer systems and documenting networks and policies.</p>			
ROLE AND RESPONSIBILITIES			
<ul style="list-style-type: none"> • Logging incoming support requests with PSA software and/or per intake policy. • Providing immediate technical support to clients through onsite and remote means (phone, email, etc). • Monitor Remote Monitoring & Management alerts and action items accordingly. • Perform Password resets for users in Active Directory & Office 365. • Configure new PCs/laptops and configure email. • Install software and perform routine maintenance tasks. • Document actions, troubleshooting steps and, equipment information. • Perform bench work and research as required. • Other duties as assigned. 			
REQUIREMENTS AND QUALIFICATIONS			
<ul style="list-style-type: none"> • High School education. • Understanding of computer and network hardware, including basic routing/switching. • Experience troubleshooting Windows based systems (Windows 7 and Higher). • Experience troubleshooting user issues including email, printing, network and virus-related issues. • Job occasionally requires traveling short distances (reimbursed) to client sites. • Occasionally requires lifting equipment of up to 100lbs. • Willingness to learn, adapt, grow, accept criticism and work as part of a close-knit team. 			
ADDITIONAL PREFERRED SKILLS			
Office/time management; organizational skills; problem escalation; vendor management; strong professional, ethical, and interpersonal skills; keen attention to detail; ability to absorb and retain information quickly; highly motivated.			
Reviewed By:	Robert Merva	Date:	January 15, 2018
Approved By:	Robert Merva	Date:	January 15, 2018
Last Updated By:	Brock Burkhart	Date/Time:	01/15/2018 2:05PM

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