

C A R E E R O P P O R T U N I T Y



TEKMANAGEMENT: SECURE IT SOLUTIONS

INFORMATION TECHNOLOGY (IT) FIELD TECHNICIAN

BROOKINGS, OREGON | HOURLY: STARTING AT \$24 PER HOUR DOE/DOQ

AN INDUSTRY LEADER IN SECURE IT SOLUTIONS, TEKMANAGEMENT IS SEARCHING for an Information Technology (IT) Field Services Technician to work with clients in scenic Brookings, Oregon, and nearby locations. In this role, your work will provide in-house desktop support services for approximately 150 clients. As field and virtual helpdesk support, you will deploy, configure, and troubleshoot a variety of hardware and software issues and solutions across multiple locations and a variety of clients in a beautiful coastal community. This is a great opportunity for someone who wants to work for a Managed Service Provider which provides exposure to different systems, challenges, and industries to grow quickly. Interested applicants should strive for excellence in customer services, demonstrate exceptional patience, and be accountable, ethical, an adept problem solver, and a self-starter. There is ample opportunity for professional development and growth in this role. This position offers the flexibility of partial remote work, autonomy, work with a supportive team, and an opportunity to tackle intriguing technical challenges. *Join us as we serve our clients with honesty, respect, and integrity—apply today!*

****Relocation Assistance Available—Hybrid Work Opportunity****



THE COMMUNITY

BROOKINGS, OREGON, IS A CHARMING COASTAL TOWN with approximately 7,000 residents. It is situated six miles from the California border at the mouth of the Chetco River. The community is renowned for outdoor activities such as fishing, biking, hiking, and beachcombing. Walk under the towering branches of the world's tallest redwood trees, enjoy the tidepools at Harris Beach State Park, or go camping on the river for easy swimming and family fun. In addition to its natural beauty, Brookings offers a tight-knit community atmosphere with a rich cultural heritage, featuring local artisans, farmers markets, and annual festivals that celebrate the region's unique history and Native American traditions. Whether you're drawn to the serene beauty of the coastline, the vibrant arts scene, or the welcoming community spirit, living in Brookings provides a tranquil yet enriching lifestyle that embraces the best of coastal living in Oregon.



ABOUT TEKMANAGEMENT

TEKMANAGEMENT IS AN INDUSTRY LEADER in secure IT solutions, providing quality tech support since 1979. This rapidly expanding company serves the communities of Brookings, Ashland, Grants Pass, Klamath Falls, Roseburg, Yreka, and Bend—with an official headquarters in Medford, Oregon. With approximately 30 employees, Tekmanagement provides quality tech support for over 150 clients in various industries, such as education, healthcare, law, real estate, construction, finance, and the public sector. As a Managed Service Provider (MSP), Tekmanagement provides a full scope of service, including Microsoft 365 support, cybersecurity, backup and disaster recovery, cloud services, email and spam protection, voice solutions, and small business IT setup and maintenance.

Tekmanagement fosters a culture of growth, collaboration, integrity, and customer service excellence. Leadership is deeply committed to nurturing talent, emphasizing professional development, and promoting from within. The company's core values resonate in their work and guide daily operations. Above all, Tekmanagement's work atmosphere exemplifies a culture of continuous learning and collaboration, with an emphasis on curiosity and teamwork.



CORE VALUES TEK'S WAY

Trustworthy and honest in all that we do. Clients and teammates can rely on us.

Excellent customer service is always provided to our clients and teammates.

Knowledgeable in our jobs, we will do it right and on time.

Successful decisions and outcomes happen when **TEK** is embraced.

THE JOB

THIS POSITION OFFERS A UNIQUE OPPORTUNITY to engage in hands-on fieldwork and remote assistance, with the number one goal of providing excellence in customer services and satisfaction. The IT Field Services Technician will work in the field 40% of the time, with the remaining time spent managing virtual helpdesk tickets for a variety of Tekmanagement clients. As you become familiar with key clients' technological needs and develop your technical skills, you will take on more complex issues and advance in the organization. In this role, you will have the opportunity to support clients with everyday technology needs, such as workstations, printers, phones, hardware or software troubleshooting and installation, and system upgrades. You will work on operating system issues, support clients with their WAN and LAN network connectivity, provide remote support with VPN, VNC, and terminal services. Communication with the team will be paramount. You will collaborate closely with clients and your supervisor, while thriving in this independent role, as you will be the only Tekmanagement representative within 100 miles to serve our coastal clients.

THE IDEAL CANDIDATE

THE IDEAL CANDIDATE WILL BE A PEOPLE PERSON who enjoys serving others, as customer service is essential, and you are often called upon when clients experience technological challenges. This candidate will understand the importance of documentation and will be organized, transparent, and trustworthy, with an exceptional work ethic. They should have a curious and flexible mindset, ask thoughtful questions, and work collaboratively to solve complex problems with patience, integrity, accountability, and a calm demeanor. They will also be a self-starter who is organized and able to manage multiple priorities simultaneously. This candidate will have a strong understanding of hardware, software programs, and a foundational understanding of cybersecurity—including firewall protection.

The ideal candidate should also have some of these highly desired technical proficiencies with:

- ▶ ConnectWise, Microsoft 365
- ▶ Desktop support
- ▶ Knowledge of data management best practices for compliance with various industries such as:
 - ▷ SOX (Sarbanes-Oxley Act) for financial reporting
 - ▷ GDPR (General Data Protection Regulation) for proper storage and data protection
 - ▷ Mobile device management
 - ▷ VoIP
 - ▷ HIPAA regulations
 - ▷ PCI (Payment Card Industry) credit card information protection



MINIMUM QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

Experience: At least two (2) years of experience in the field working in information technology and services.

Licensure: Possession and maintenance of a valid driver's license.

DESIRED QUALIFICATIONS /EDUCATION / CERTIFICATES

- ▶ Bachelor's degree in information technology or a related field.
- ▶ CCNA certification
- ▶ CompTIA A+
- ▶ CompTIA Security+





PAY+BENEFITS

Hourly pay starting at **\$24 per hour DOE/DOQ** and an attractive benefits package which includes:

Health Insurance: Fully paid for employees; employee will be responsible for premium for dependents added. Available through Providence Health Plan—choice between Total Enhanced 1000 Gold Plan and 2500 Gold Plan.

Health FSA

Supplemental Insurance

Dental Insurance: Fully paid for employees; employee will be responsible for premium for dependents added. Available through Regence Blue Cross Blue Shield.

Safe Harbor 401k plan: 3% Contribution Plan (once employee meets the plan guidelines). Tekmanagement will automatically contribute 3% of gross wages annually even if employee chooses not to contribute to the 401(k) plan.

Tiered PTO Program: 80 hours for first year of service, 120 hours for up to five years of service with additional PTO for additional years worked.

Paid Holidays: Seven paid holidays each year.

Birthday Holiday: Bonus day off for employee's birthday.

Paid Volunteer Days

Mileage Reimbursement

Company Paid Cell Phone

Employee Referral Program

Educational Bonuses and Paid Certifications

Quarterly Events: Tekmanagement hosts events each quarter to celebrate the dedication of staff and their families.

**Relocation reimbursement for ideal candidates!*

HOW TO APPLY

For consideration, apply **ASAP** at:

WBCP JOB BOARD

SECURE THE DATES

Qualified candidates will be interviewed as they apply.

An initial virtual interview will be set for **FEBRUARY 7**.

Additional interviews may be scheduled as needed in **LATE FEBRUARY** and **EARLY MARCH 2024**.

Please contact James Brown with any questions:

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