BLOCKHOUSE COMPANY, INC.

IT SUPPORT TECHNICIAN

Blockhouse, a world-class manufacturer of contract furniture, is seeking an ambitious and motivated IT Support Technician to join our team. This is an excellent opportunity for an **entry-level** applicant eager to grow their exposure to all that the IT umbrella has to offer and advance their troubleshooting skillset in a truly hands-on environment.

Responsibilities:

- Provide users with technical support for computer, network, or software issues.
- Install, perform repairs & updates to hardware, software, or peripheral equipment.
- Assist with management of Windows domain, network infrastructure, and interrelated software systems to support the optimal running of the enterprise IT environment.
- Maintain system documentation with respect to all IT functions.
- Confidently undertake project roles and individual tasks of varying complexity which promote Blockhouse's transformative modernization efforts as assigned.

Qualifications:

- Strong knowledge and experience with installation and troubleshooting of computing hardware and Windows operating systems along with their related software components.
- Introduced familiarity with Microsoft Windows Server OS and enterprise-caliber networking concepts such as client-server relationships.
- Excellent verbal/written communication, multi-tasking, interpersonal, and organizational skills. Confidence factor and self-starting initiative.
- Ability to effectively research solutions to issues. Ability to break down broad issues and projects into their first principles.
- **Strong experience with any of the following are a significant plus:** GNU/Linux (specifically Ubuntu and/or Fedora), PHP, bash scripting, the Internet Protocol suite, cybersecurity principles, Home Lab hobbying, hosted free & open-source applications, and IT-industry leading best-practices.
- **Willingness to listen and eagerness to learn from team members.**

Experience:

- Associate or Bachelor's degree in IT-related discipline. New graduates will be equally considered.
- Equivalent experience, technical training, and/or demonstrated hobbying may be substituted for the educational requirements.
- 1 year or more of IT Help Desk experience preferred, but not required for consideration.

What We Offer:

- Competitive pay commensurate with experience, $16 – $18/hr or equivalent salary.
- Potential to be either part-time hourly OR full-time salaried.
- Health, Dental, Vision, 401(k) w/ company match benefits after completion of probationary periods.
- **Growing family-owned company that is embracing change!!!**