



**Phelco Technologies, Inc**  
**eBusiness Solutions**

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MBE | WBE | DBE | ACDBE | 8(a) | SDB

## IT Support Technician

This is an exciting opportunity for an intelligent, motivated and professional **IT Support Technician** to join a profitable and growing firm. The position of IT Support Technician is an internal staff position, works closely with and reports directly to the CEO. The successful candidate will work on both internal projects related to Phelco's robotics initiative, as well as with clients on the implementation, and management of technical components.

### Functional Duties/Responsibilities

- Sets up and maintains basic network operations, including assembly of network hardware and software
- Schedules and completes preventative maintenance for PCs and laptops
- Monitors VoIP system performance and administers phone extensions and voice mailboxes
- Sets up new users and relocates existing user with telephone extensions, calling features, voice mail and access codes
- Operate and troubleshoot graphics and desktop publishing applications
- Responsible for maintaining industry standards through quality control

### Requirements

Candidates for consideration should possess at least two years experience in hardware & PC break/fix solutions.

### Working Knowledge of Following Needed

#### Education / Requirements

- B.S. or B.A. Computer Science is preferred
- Strong academic achievements
- Significant attention to detail with excellent problem solving skills
- Strong written and verbal communication
- Ability to multi-task and manage time effectively and efficiently

### Compensation

Negotiable

### Additional Benefits for Consideration

Corporate cell phone

Continued Education / Certification Classes reimbursement (as deemed necessary)