Garden of Life – Open Position

Job Title: **PC SUPPORT SPECIALIST**

(Relocation assistance not provided)

Department: IT

Reports To: Network Administrator

Employee Type: Full Time

Location: West Palm Beach, Florida

SUMMARY

Provide support to end users on a variety of technology issues. Responsible for support and service of all hardware/software pertaining to desktop PC's, laptops, desktop applications and printers, installations, moves, upgrades and configurations. Help remote users with support problems pursuant to company guidelines.

RESPONSIBILITIES

- Perform analysis, diagnosis, and troubleshoot desktop problems for end users, recommend and implement corrective solutions.
- Support remote users with laptop, cell phone and tablet issues.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software (printers, scanners, browsers etc.).
- Assess the need for and implement performance upgrades to PC boxes, including the installation of hard drives, RAM, memory chips, etc.
- Perform software upgrades and patches to applications and operating systems.
- Other duties as required.

REQUIREMENTS

- At least 2 years' experience supporting Windows XP, Windows 7 desktop/laptop PCs in a corporate environment
- High School diploma or GED, college degree preferred
- Technology certifications such as A+, Network+ and/or MCP certifications recommended
- Working experience of Apple OSX platform
- Working knowledge of all MS Office applications, MS Outlook ('07, '10, '13 and 365) MS Excel, MS Visio, MS Project, Adobe, and WinZip
- Experience troubleshooting hardware issues and replacing hardware on both desktop and laptop PC's
- Experience configuring and supporting tablet and cellular devices running the Apple and Android OS
- Experience installing software, patches, updates on desktops, laptops and MAC PC's
- Experience troubleshooting basic network, software and printing problems
- Customer Service experience a must
- Ability to travel on a limited basis between various sites required and occasional after hours or weekend work
- Must be able to lift at least 50 lbs

Qualified candidates - submit resume with salary history to:

resume@gardenoflife.com or Fax to: 561-282-5014

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Human Resources Department

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