



SERVICE TECHNICIAN at BlackInk IT, Indianapolis, IN

Are you inventive, committed and passionate about customer service? Do you want to play a role in shaping how companies maximize their technology investments? We are a team of professionals that is all in on IT management. BlackInk IT is redefining how IT managed services are strategically used by companies. We have been around for 20+ years, challenging status quo and helping our clients succeed.

WHAT YOU WILL BE DOING

Operational Management

- Work with end users to identify and deliver PC/Endpoint device service-level support
- Work with dispatcher to efficiently and effectively diagnose, troubleshoot, install, and/or perform repairs to hardware, software, and peripheral equipment either on-site or remote
- Accurately document instances of hardware failure, repair, installation, and removal

Drive Customer Success

- Receive high client satisfaction ratings for professional communication and success of service request ticket resolution
- Ensure BlackInk IT processes for successful root cause diagnosis and solution implementations are followed for consistent high-quality service
- Provide training and support to end users and staff on computer operation and other issues

Strategy & Planning

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
- Accurately document instances of hardware failure, repair, installation, and removal
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs

REQUIRED KNOWLEDGE & SKILLS

- In depth, technical knowledge and hands-on troubleshooting experience
- Working knowledge of current network protocols, operating systems, and standards
- Ability to read and understand technical manuals, procedural documentation, and OEM guides
- Effective interpersonal skills, strong communication skills with a user-friendly language.

WHAT WE VALUE

- People with passion for technology and willingness to give what it takes
- Proactive problem-solvers with confidence in your skills and humility in your approach
- Detail-orientated people that can manage multiple concurrent projects and deadlines
- Hunger to always keeping learning and growing
- Ingenuity-minded thinking when approaching routine tasks

ABOUT US

- We believe people are first
- We want you to make a significant impact
- We move quickly and expect a lot from our people
- We always try to do the right thing

THE BENEFITS

- Medical, dental and vision insurance
- Short and long-term disability
- 401K
- Training and personal development
- Paid cell phone
- Paid time off
- Free parking

Interested in applying? Check out our current openings or email jobs@blackinkit.com.

Don't see what you're looking for? We're always interested in connecting with talented people, shoot an email to jobs@blackinkit.com.