



JOB DESCRIPTION

Position Title: Business Products Engineer		Department/Section: Service Department	
Primary Responsibilities/Accountabilities			
<ol style="list-style-type: none">1. Test, Setup and Install desktop equipment, printers, laptops, etc.2. Monitor and track status of all assigned work orders3. Keep Service Desk informed on incident remedial status and progress4. Provide internal IT Administration5. Provide first level support for all technical departments6. Schedule onsite repairs and advise on incoming customer requests.7. Open and manage cases for defective equipment and for technical support8. Provide Service Desk and Professional Services with first level and technical support services9. Provide proactive and reactive desktop support services			
Skills & Competencies			
Education	Computer Repairs & Maintenance A+ Certification		
Experience	One (1) year		
Specific Training or Certification	Microsoft Certified Professional		