



Position:	Systems Technician	Employment Status:	Full Time
Location:	Phoenix, AZ	Shift:	1
Experience:	2+ Years	Weekends:	Minimal
Salary:	\$20-\$30k (DOE & Market)	Travel Required:	Minimal

Description:

Ebocom, L.L.C. is a fast-growing boutique technology company that provides full-service back-office transaction processing services. "Fast, focused and flexible" is our motto at eboCom and the eboCom team is the "Best of the Best"! We are looking for another individual to join our team who possesses an extremely positive "Can Do!" attitude and is eager to help support our growth. The ideal candidate must be a business-minded, customer-focused, technically savvy, detail oriented individual with an entrepreneurial spirit that is capable of functioning with little to no direct guidance.

The ideal candidate must possess strong hardware and software technical skills and in-person customer relationship skills to function in this extremely focused 7x24x365 environment. This position reports directly to the Director of Information Technology, this individual will work closely with the System Administrator(s) to build, maintain and troubleshoot a highly secure server based infrastructure.

Responsibilities:

- Provide support to Production, Operations and Development teams.
- Share 24/7 on-call support with other team members
- Take primary ownership responsibilities for the user support on Windows workstations.
- Share ownership responsibilities of Windows and Linux servers.
- Build, maintain and troubleshoot Windows and Linux Servers and Windows workstations
- Coordinate and perform OS upgrades and application patches
- Backup and recovery of OS and application information
- Provide hardware installation, maintenance, support and upgrades
- Provide end-user technical support on applications
- Participate in project activities and planning as necessary
- Provide end-user training and support as appropriate
- Create and maintain technical documentation
- Evaluate and recommend technology products and services
- Perform miscellaneous job-related duties as assigned

Position Qualification Requirements:

- Associates Degree in a technical discipline or equivalent work experience.
- A+ Certification and OEM training/certifications are a definite plus.
- Experience with Unix/Linux a plus
- Ability to communicate effectively with technical and non-technical audiences
- Ability to work independently as well as with a team
- Exceptional attention to detail, process and quality
- Ability to manage multiple tasks with shifting priorities is a necessity

Compensation Package:

- Paid Personal Time Off (vacation and sick days)
- Full Family Medical, Dental and Vision coverage
- Insurance: Life, Short-term and Long-term disability
- Individual Performance Bonuses
- Competitive salary
- First class work environment
- Paid Covered Parking

Obsessed with Excellence!