



## Job Description

### Job Title: Field Service Technician

Digital Technology Partners is a leading provider of Information Technology services to dental practitioners in the South-eastern states and beyond. While we focus on preventative maintenance and systems administration from remote, there is a constant need for on-site personnel to visit customer's offices. We are seeking to grow our field service division with one or more talented, customer-facing technicians. Field Service Technicians are the 'face' of our Company. As such, we must be presentable, well-spoken, professional, and leave a good impression on customers.

### The core skill set of these technicians will be:

- Physically installing new equipment, including computers, network equipment, servers, and mounts.
- Reinstalling operating systems (Windows 10)
- Installing software as required
- Troubleshoot various technical issues
- Install & perform Moves/Adds/Changes to telephone/IP PBX systems
- Cabling managing all installed work
- Install various mounts, TVs, monitors, as required
- Install network cabling as necessary
- Documenting all work, time, and technical details of customer sites in our ticketing system
- Follow DTP procedures/guidelines as set in our manuals
- Be able to work independently/self-starter
- Work with/at the direction of Service Desk Agents, Managed Service Engineers, and Project Managers

Our firm believes in promotion from within and providing growth opportunities for those who show ambition and skill. So, if you're sick of swapping motherboards and RAM for the big computer companies, need more hands-on experience in the field, or feel as though your current position has become stagnant, please feel free to apply.

Field service technicians are provided a company vehicle, tools, cell phone, and credit card. This position would dispatch from home under the guidance of our dispatcher. We are flexible to a candidate's geography around the Atlanta area.

Our atmosphere is relaxed but professional. We love what we do and like to take great care of our customers in a fun environment. If this sounds interesting, please apply. We would love to hear from you.

Applicants should preferably have at least two years of recent relevant experience and/or a degree in IT.

**Job Type:** Full-time

**Pay:** \$46,000 per year

### **COVID-19 considerations:**

To keep our employees safe, we practice social distancing and provide gloves, masks, and hand sanitizer. We sanitize common surfaces regularly.

**To Apply:** Please click the Field Service Technician application link below:

[https://dtpartners.formstack.com/forms/fs\\_application](https://dtpartners.formstack.com/forms/fs_application)