

Field IT Technician - Savannah, GA

locations

Georgia - Remote

time type

Full time

posted on

Posted 22 Days Ago

job requisition id

R123994



Job Overview In this role, you will be expected to deliver a uniquely tailored and superior customer experience, focusing on the integration and networking of all high-tech equipment. You will be responsible for fulfilling all aspects of the installation and/or service of all equipment, emphasizing excellent customer service in a professional dental office.

Key Responsibilities

- Installation of all high-tech hardware and software necessary for the integration and networking of all office high-tech equipment.
- Providing repair and installation services to our customers in a professional manner.
- Coordinating with local center personnel for all office technology installations and integrations.
- Understanding customer requirements and making appropriate recommendations to optimize their experience.
- Staying updated on various high-tech equipment and services.
- Conducting on-site system evaluations as necessary to ensure product compatibility with existing client hardware and software.
- Providing ongoing maintenance and support for servers, workstations, and dental office personnel.
- Diagnosing and repairing all high-tech equipment.
- Educating customers on proper care and maintenance and advising on simple troubleshooting procedures.
- Completing all paperwork related to the installation (Warranty cards, Installation checklists, and providing owners with all manuals).

- Communicating relevant information to DTS, ESS, FSC, local management, and OATS personnel when appropriate.
- Participating in special projects and performing other duties as required.

Skills

- Advanced intermediate-level technical skills; knowledge within your discipline and developing basic knowledge of our organization, processes, and customers.
- Good judgment, sound analytical ability, evaluation, originality, and ingenuity required to perform tasks.
- Ability to frequently apply the fundamental concepts, practices, and procedures of a particular field.
- Ability to apply our company policies and procedures to resolve a variety of routine and non-routine issues.

Complexity

- Ability to work on problems of moderate scope and impact, where analysis of situations or data requires a review of a variety of factors.
- Ability to analyze possible solutions using standard procedures to solve straightforward problems.
- Good judgment within defined procedures and practices for obtaining solutions.
- Ability to build productive internal/external working relationships.

Supervision

You will receive a moderate level of instruction on day-to-day work and general instruction on new projects or assignments. Assignments can be broad in nature.

Work Experience

Typically, we're looking for someone with 1 to 3 years of computer hardware and software repair and installation-related experience in a customer service environment. A strong mechanical background is required, and prior dental or bio-medical experience is beneficial, but not necessary.

Preferred Education

A High School diploma, or equivalent, is needed, while a Computer Science degree, Network Certification, vocational program, or Military experience is preferred.

General Skills & Competencies

- Ability to take initiative and work independently
- Professionalism
- Proven ability to work with confidential information
- Proven ability to administer on time and accurately (work orders, FSRs, concur, e-time, RMA's, 2579 reporting, etc.)

Specific Knowledge & Skills

- Advanced computer skills, including hardware and software configuration, troubleshooting, installation, and networking required.
- Highly proficient in computer hardware, including LAN's, WAN's, and internet configurations.
- Experience with commercial audio and video systems.
- Working knowledge of hydraulics, mechanical, and electrical systems.
- Digital x-ray/software & digital CAD/CAM certifications.
- Proven ability to administer on time and accurately (work orders, FSRs, Concur, eTime, RMA's, 2579 reporting, etc.)

Travel / Physical Demands

The Certified EST position will require the delivery, installation, and repair of equipment involving our customers. You will be expected to maneuver large equipment as needed. The physical nature of the position, at times, may require substantial and/or repetitive bending, stopping, lifting, and climbing of ladders.

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