



Since 2004 with locations in Lockport, IL and Bonita Springs, FL



## IT Support Specialist - Hardware Specialist

### JK Consulting - Lockport, IL

#### Job description

#### Shop Technician Job Description 2019

Founded in 2002, JK Consulting primarily focuses on help desk support and Managed Services for SMB all the way up Enterprise customers. The Lockport office supports consumers with “walk-in” service requests and help desk support for its commercial clients. Consumers bring in computers to be repaired and updated. Consists of backing up and reinstalling Windows and all applications, troubleshooting hardware issues and virus removal. Applicant should be comfortable dealing with customers on a one-on-one basis.

- Schedule
- Hardware shop is open Mon-Fri 9:00 AM to 7:00 PM, and Sat 9:00 AM to 3:00 PM, rotating schedule, 40-50 hrs/week
- Desktop and Laptop Operating Systems
- Windows XP, 7, 8 and 10
- MAC
- Some Linux
- Applications
- Microsoft Office 2003-2019
- File sharing and user permissions
- Adobe Acrobat
- Acronis
- Norton, McAfee, AVG, Malware Bytes, ADW Cleaner, HitManPro





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- Hardware Experience
- Dell
- HP
- Lenovo
- Toshiba
- MAC/Apple/iPad and iPhone
- Replace laptop screens
- Soldering
- Experience with Help Desk Software Preferred
- SolarWinds N-Central, MSP Manager
- Ticketing Systems
- IT Document Management Platforms
- Benefits
- Full health insurance
- 401K after the 2nd year

Job Type: Full-time

Pay: \$30,000.00 - \$40,000.00 per year

### Application questions

You have requested that Indeed ask candidates the following questions:

How many years of IT Support experience do you have?

Do you have the following license or certification: A valid IT Specialist certification?

When are you available for an interview or phone screen? Please list 2-3 dates and times or ranges of times.



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