

Looking for a career with professional growth in a close-knit, fun atmosphere? Alvine Engineering offers the perfect balance of technical and professional growth. We're big enough to deliver cutting-edge experience; small enough to know your name. We think you are going to like Alvine Engineering.

### Job Responsibilities:

- ▶ Set up equipment for employee use, performing proper installation of cables, operating systems, and appropriate software
- ▶ Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and provide technical support
- ▶ Develop procedures and materials on the proper use of company hardware or software
- ▶ Ship, receive, and maintain inventory of remote desktops and peripherals
- ▶ Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications
- ▶ Utilize a ticketing system to provide support regarding network, PC, software, and telephone issues and maintain documentation
- ▶ Assist in local area network (LAN), wide area network (WAN) installations, maintenance, and print operations
- ▶ Function collaboratively as part of a fast-paced, customer-oriented team

### Qualifications:

- ▶ Obtained or is in pursuit of a degree in Computer Science, Management Information Systems or related field, or equivalent experience
- ▶ At least 2 years of verifiable basic hands-on experience in a technical support role that includes some desktop PC support responsibilities
- ▶ Demonstrated ability to read and understand documents for computer-related industry
- ▶ Ability to define technical problems, collect data, establish facts, and draw valid and concise conclusions
- ▶ Flexible and able to adapt to a rapidly changing environment
- ▶ Positive, self-motivated individual who can complete tasks independently
- ▶ Strong communication skills including writing, speaking, and active listening
- ▶ Excellent customer service skills including interpersonal conversation, patience, and empathy
- ▶ Organization, time management, and prioritization abilities
- ▶ Commitment to a high level of accuracy and ability to problem solve and think critically

### We Offer:

- ▶ Professional development opportunities including training and mentoring programs; organization and professional registration; and tuition and technology reimbursement programs
- ▶ Medical, dental, vision, and life insurance benefits, as well as supplemental insurance through AFLAC
- ▶ Generous 401(k), profit sharing, and discretionary bonuses
- ▶ Progressive wellness benefits including fitness reimbursement and volunteer time off

With six locations across the Midwest, Alvine Engineering offers a solid foundation and room for you to advance your career. Join a team where you can make a difference and strengthen our foundation of excellent design, client satisfaction, and leadership.

[Apply Now!](#)