



Appel Technology Solutions, LLC – Throop, PA

## **Job Description**

Support Department

**Position:** IT Support Specialist - Tier 1

**Job Type:** Full-Time / Hourly (Non-Exempt)

### **Company Overview:**

Appel Technology Solutions, LLC is a leading provider of Managed IT Services, committed to delivering innovative solutions and unparalleled support to businesses seeking to optimize their technology infrastructure. With a focus on excellence and customer satisfaction, we provide comprehensive IT services, including network management, cybersecurity, and low voltage installations, tailored to meet the unique needs of our clients.

### **Position Overview:**

We are looking for a motivated and detail-oriented IT Support Specialist - Tier 1 to join our team. This entry-level position is ideal for individuals who are eager to start their career in IT support. The successful candidate will provide first-level technical support to our clients via phone, email, and chat, troubleshoot and resolve basic technical issues, and assist with day-to-day IT operations. You will escalate issues that extend beyond Tier I span of control. On-the-job training and professional development opportunities will be provided to help you grow in this role.

### **Primary Responsibilities:**

- **Customer Support:**
  - Provide remote technical support to end users via phone, email, and chat.
  - Troubleshoot and resolve basic issues related to hardware, software (including Windows and Microsoft Office), and network connectivity. You may also support industry-specific software (training provided).
- **Issue Tracking and Documentation:**
  - Document and track support requests and resolutions in our ticketing system.
  - Maintain detailed records of customer interactions and technical issues.
  - Follow up with customers to ensure issues are resolved.
- **Technical Assistance:**
  - Assist with the installation and configuration of PC workstation, network, and server-based systems.
  - Support and administration of hardware and software, including cleaning, restoring, or preparing devices for decommissioning.
- **Inventory Management:**
  - Assist with organizing, recording, and documenting inventory.

➤ **Administrative Tasks:**

- Answer incoming calls, record call notes, and relay information to appropriate personnel.
- Document procedures and policies with a high level of competency.

➤ **Additional Responsibilities:**

- Perform other duties within the scope of IT support and operations as assigned.

**Requirements:**

- High School Diploma required; Associate degree in a related field is a plus.
- IT certificate or industry-specific certifications preferred.
- CompTIA A+ certification required at time of hire or within the first six months of employment.
- Ability to work in regulated environments (Healthcare, Government, Education)
- Basic understanding of computer hardware, operating systems (Windows 10, 11, Server 2016, 2019, 2022), and common software applications.
- Familiarity with troubleshooting techniques and problem-solving skills.
- Hands-on hardware experience, including PC systems, switches, and routers.
- Ability to operate tools, components, and peripheral accessories.
- Ability to read and understand technical manuals, procedural documentation, and OEM guides.
- Strong customer service orientation with a commitment to helping others.
- Strong written and oral communication skills, including explaining technical concepts to non-technical users.
- Ability to work effectively in a team environment and collaborate with colleagues.
- Experience with server configuration utilizing Hyper-V virtualization and/or Microsoft Cloud Solutions is a plus.

**Benefits:**

- Competitive salary with opportunities for performance-based bonuses.
- Comprehensive health, dental, and vision insurance plans.
- Ongoing training and professional development opportunities.
- Dynamic and collaborative work environment with opportunities for career growth and advancement.

**Work Conditions:**

- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other peripherals.
- Ability to sit for extended periods while working at a computer.

**How to Apply:**

If you are a proactive individual with a passion for IT and a commitment to providing excellent support, we encourage you to apply for this exciting entry-level opportunity. Please submit your resume and a cover letter detailing your relevant experience and qualifications to [pappel@appeltechsolutions.com](mailto:pappel@appeltechsolutions.com). We look forward to hearing from you!