



COMPANY WEBSITE: www.sunwize.com

About the Company

Solar electric solutions change the way energy is put into homes and businesses. We are one of the largest and most highly respected solar renewable energy companies in the nation. For nearly 20 years, SunWize has been USA solar industry's leading wholesale distributor of solar electric equipment. In addition to distribution and industrial systems, our grid-tied systems provide power for hospitals, grocery stores, water districts, vineyards and much more! Businesses and government agencies depend on us for innovative solutions for meeting their renewable energy needs. We are innovative, fast moving and fast growing – stable and firmly established, yet highly entrepreneurial in our thinking and doing.

Compensation and Benefits

SunWize offers a competitive salary plus fully comprehensive benefits. Our generous benefits package includes a 401(k) Retirement Plan, medical/dental/life/disability program, 10 days annual vacation time, 6 days sick time, 6 days of PTO time, prorated from your date of hire.

Position Title:	IT Support Specialist
Classification:	Full-time position
Location:	San Jose, California
Reports To:	IT Asst. Manager

Job Overview

This position provides software and network support, training and troubleshooting in a networked microcomputer environment. Works as a team with IT Dept personnel in other offices while providing support on a wide range of application including Microsoft.

JOB RESPONSIBILITIES

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provide technical support to users by setting up computer equipment and peripherals in a Windows environment, diagnosing and correcting problems as they occur.
- As a member of the help desk service team, receive, log and respond to software problem calls from both on-site and remote office users related to network, printing, phone, and PC issues including the prevention and cleanup of Malware.
- Install, configure, maintain and troubleshoot a wide range of software used throughout the company's operations. Perform hardware/software upgrade to existing computer equipment as needed.
- Use initiative and sound judgment within established guidelines; perform day to day tasks independently, while consulting with team when appropriate.
- Maintain up-to-date expertise in the operation and application of the company's standard computer software and a working knowledge of a wide variety of commonly used hardware and software.
- Maintain accurate inventory of hardware and software assets on site.
- Help support users with Cellular and VOIP phone setup and maintenance.
- Perform other related duties as required to accomplish the objectives of the position.

Required knowledge, skills and experience

- Position requires an AA/AS degree in computer related field plus two years of relevant experience; a BA/BS degree in Computer Science or related discipline; or the combination of education and experience that enables performance of all aspects of the position.
- Must have strong communication and training skills and be able to communicate technical information to non-technical users.
- Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used in the company.
- Must have advanced personal computer word processing, spreadsheet, database and Window skills.
- Requires sufficient analytical skill to assess problems or unusual situations and develop solutions.
- Prefer knowledge of how to assemble and disassemble computer components including cabling.
- Ability to work as part of a team, maintain composure in the face of occasionally heavy workload, frequent interruptions, tight deadlines and changing priorities.
- Ability to take initiative and make sound judgment within established guidelines; perform day to day tasks independently while consulting with team when appropriate.
- He/She must have a global perspective and willingness to travel occasionally.

Physical Skills and Abilities

Depending on the assignment, may require ordinary ambulatory skills sufficient to visit other locations; or the ability to stand, walk and manipulate (lift, carry, move) light to medium weights of 10-25 pounds. Requires good eye-hand coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information.

Working Conditions

Work is performed indoors with some potential for exposure to safety and health hazards to electronics work. May periodically travel to satellite offices and sites.

All interested and qualified candidates please submit resume to sunwizecareers@sunwize.com for immediate consideration