

Position: IT Technician **Type:** Full-Time **Location:** Grand Junction

IT Support Technician – Join Our Collaborative Team!

CommWest – Serving Western Colorado with Reliable Technology Solutions Since 2002

Are you a personable and skilled IT professional looking for a supportive and engaging work environment? CommWest, a locally owned and established Managed Service Provider (MSP), is seeking a full-time IT Support Technician to join our dynamic team. We partner with businesses to optimize their technology investments by providing quality, reliable, and personalized solutions.

As an IT Support Technician at CommWest, you will:

- Be a key contributor to our mission of helping businesses grow through exceptional technology services.
- Utilize your technical expertise to install, maintain, and repair low-voltage cabling, network, and telecom systems for our valued clients.
- Travel to various client sites within Western Colorado to provide onsite support.
- Troubleshoot technical challenges with efficiency and a problem-solving mindset.
- Build strong client relationships by delivering professional and courteous service.
- Collaborate effectively with our sales, accounting, marketing, and service teams to ensure positive customer experience.
- Embrace our core values of Trust, Client Partner, Quality, Community Involvement, and Teamwork.
- Contribute to our unique and enjoyable office culture, where collaboration and a bit of humor are welcomed.

We are looking for someone who is:

- A proactive self-starter with excellent troubleshooting abilities.
- Dedicated to providing exceptional customer service.
- A strong team player who values collaboration.
- Organized and able to manage their time effectively to meet deadlines.
- Flexible and willing to work occasional nights or weekends and travel within our service area when planned.

If you are ready to experience the CommWest difference and become a valued member of our team, we encourage you to apply!

Duties to include, but not limited to:

- Customer service interactions with clients over the phone, email, and in-person
- Extensive PC and network work including repair, upgrades, anti-virus, malware, router install and support, troubleshooting, Active Directory, network support, help desk and more
- Installing voice, data, and surveillance systems in a commercial environment
- Pulling, routing, and certification of structured cable in a commercial environment
- Using standard hand tools and drills to attach industry specific hardware related to wiring and cable
- Maintain records of work completed and equipment used

Required Qualifications:

- Associate or technical college degree in computer networking or equivalent related field experience
- Valid Driver's License with a reliable vehicle able to transport tools and folding ladder
- Clean driving record

Preferred Qualifications:

- Background and knowledge in cabling and voice systems

Physical Requirements:

- Able to lift 50 lbs. or more
- Able to climb ladders and perform work while on ladder
- May be required to stand, walk, stoop, kneel or crouch for reasonable periods
- Able to work in areas with limited access or cramped spaces

Benefits:

- Life, Health, Vision, and Dental insurance
- Retirement options with employer match

Salary:

- Starting range \$16.00 - \$22.00 per hour
- Based on experience and training
- Increase evaluated after 90 days

Please submit resume to employment@commwestcorp.com (No phone calls)

Note: Qualified candidates will be asked to complete a drug test before hiring.