Desktop/Application Support Engineer – Mooresville, NC

- Do you get excited When you hear Desktop Support, Operating Systems, and Application support?
- Are you thrilled about the thought of keeping a company up and running?
- Do you approach your job with a fresh, innovative, human-first and entrepreneurial mindset?
- Do you find great joy in problem solving and being known for your technical prowess?
- Do you value family and believe in the importance of a healthy work/life balance?
- Are you ready to join a global company that is experiencing record-breaking growth where your individual contribution can directly affect the company's success?

If you answered YES to those questions, we should talk!

LEARN MORE ABOUT THIS ROLE:

East West Manufacturing is looking for a Desktop and Application Support Engineer in Mooresville, NC. You will report to the IT Director and be responsible for configuring desktop/laptop computers, moving and setting up computers, monitors, printers, scanners and related equipment in a manufacturing environment.

This position will also include troubleshooting desktop computers for hardware and software issues. Will also include cloning and replacing hard drives, replacing or adding memory, graphics cards, network cards, and power supplies. Troubleshooting network connectivity issues. Troubleshooting software issues on Zero Clients. Installing Software needed for manufacturing facility.

WHO ARE WE LOOKING FOR?

A rock-star, problem-solving, self-starting, entrepreneurial minded, technically proficient, IT Desktop / Application Support Engineer based in Mooresville, NC, that wants to contribute to a company that's focused on growing quickly, keeping our values, caring for our team members and doing whatever it takes to keep the business up and running.

RESPONSIBILITIES:

- Provides Desktop Support for all organization employees in Mooresville, NC.
- Configure and troubleshoot desktop and laptop computers, printers, and scanners.
- Configure and troubleshoot routers and networks.
- Document all locations, hardware, networks and equipment in ticketing system.
- Create documentation for standard support and procedures.
- PC imaging and hardware installations, repairs and updates.
- Analyzes and resolves problems related to desktops, voice, email, servers, remote access, and PC applications.
- Able to escalate to next level of support if needed.
- Performs follow-up to ensure the issue(s) are resolved.
- Correctly and accurately logs all action(s) taken within tickets within our IT Ticketing system.

- Discusses problems and requests with users, as well as evaluates and prioritizes tickets, based on potential impact.
- Is always friendly and courteous.
- Performs special projects, and additional duties and responsibilities as required.
- Like to win and view your support role as critical to keep the business running.

YOU MAY **NOT** BE A FIT IF YOU:

- Think the <u>first</u> option to solving a problem is to call your boss (hint: Have you tried, "Google" first?)
- The phrase, "Well, that's not really my job," is something you like to say.
- Think a quick IT resolution means it takes three days to resolve (when it should only take one hour).
- Want to sit at your desk, all day, every day with zero interaction.

REQUIREMENTS:

- Bachelor's Degree in Computer Science, IT or related field preferred.
- MCP, MCSE, CompTIA A+ Certifications preferred.
- At least 1 year of experience troubleshooting Windows desktop operating systems and typical applications, including Windows 7, Windows 10 and Office 365.
- Experience with hardware and software support, troubleshooting, system imaging, hardware repair support (i.e. laptops, desktops, and printers)
- Set up and test desktop computer peripherals
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Excellent customer service and communications skills
- Excellent problem solving/troubleshooting skills
- Excellent planning, time management and follow through skills
- Ability to learn quickly

If this sounds like you, go ahead and apply. We would love to talk to you. desktopsupportposition@ewmfg.com

Company Information:

East West Manufacturing is a leading Atlanta-based design services, global contract manufacturing, and distribution services partner for original equipment manufacturers and distributors throughout the United States and Europe. With domestic operations in Georgia, North Carolina, Boston, MA, and international operations in Costa Rica, Vietnam, China and India, the Company utilizes transparent supply chain, on-site quality control and flexible logistics systems to provide its customers with superior products and competitive cost advantages.

Founded in 2001, East West's U.S.-based management, combined with its domestic and international capabilities, reduces the risks and complexities of global manufacturing for its customers. Please see our website at https://www.ewmfg.com for additional information.