

## Team Member Position and Description

### Position

IT Services Technician

### Hiring Schedule

On-the-job training to begin as soon as possible; all new-hires are hired on a probationary period for 6 months to determine feasibility and working environment

### Description & Culture

BCom Solutions, LLC is an innovative technology and digital marketing solutions provider based in Southeast Nebraska. Our team is comprised of innovative people who are passionate about what they do – and passionate about helping others. At BCom Solutions, we hold all of our team members to a high standard. We expect you to work every day striving to satisfy our customers while also growing your skills and experience. Our proactive approach with our clients allows us to work directly with our client more and “behind-the-scenes” less. We are looking for someone who has passion, dedication, and the right skill set to expand our team!

### Responsibilities

- Serve as support provider to managed services clients
- Maintain managed service clients through our customer management system, ConnectWise
- Provide remote support to clients on a variety of technical issues. Common issues include virus removal, Microsoft application support, and remote monitoring
- Work with company leadership to develop an efficient process workflow for support issues
- Communicate effectively to clients and customers

### Job Expectations and Experience Required

- Extensive knowledge of PC workstations, operating systems, and software
- Networking knowledge including terminology such as routers, LAN, WAN, VPN, and firewalls
- Hands-on experience in an IT capacity supporting business-class computing environments.
- Basic hardware support knowledge including network cable assembly, hard drive removal, and network equipment support.
- Excellent communication skills. This position requires both on the job and remote support. Effective digital and face-to-face communication is critical.



- Technical education and certifications are preferred, but not required for this position. We believe in hands-on learning and previous work experience.
- Ability to quickly diagnose technical issues
- Team-oriented while also being self-motivated and efficient.

### **Schedule**

This is a full-time position. BCom Solutions main operating hours are Monday – Friday 9:00 am – 5:00 pm. This position requires both on and off-site work, including remote support. Applicants should expect to work a regular schedule with occasional overtime and additional hours as deemed necessary.

### **Compensation**

Compensation will be based on experience and qualifications.

### **Company Perks**

- Extensive vacation time package
- Conference stipend
- Flexible working hours, ability to manage projects remotely and on-site
- Creative team that includes remote workers in North Carolina and Nebraska
- Regular catered company meals

### Application Procedure:

Submit one-page resume, cover letter, and 3 references to  
[jobs@bcomonline.com](mailto:jobs@bcomonline.com).

Position open until filled.

Questions regarding the position should be directed to Kendall  
Comstock by emailing [kendall@bcomonline.com](mailto:kendall@bcomonline.com).

BCom Solutions, LLC is an equal opportunity employer. The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.