

Payrate:: \$20-\$25/hr (DOE) -- Full Time (Mon-Fri)

IT Assistant

Chateau Retirement Communities is now hiring an IT Assistant! Come join our fabulous team and make a difference in our residents' lives!

Position Description:

We are looking for an IT Assistant to solve software, hardware, and network problems for our residents and staff members, under the general supervision of our VP of IT. We need someone that will clearly communicate solutions in a user-friendly, professional manner, and that will provide one-on-one training as needed.

Responsibilities and Duties:

- Provide support for hardware, software and network problems to residents
- Provide backup support to our VP of IT for employee technical problems
- Train employees and residents in a calm and dignified manner
- Document resolutions for all IT helpdesk tickets
- Commute between all Chateau locations -- Renton, Bothell, and Lynnwood
- Install hardware and software upgrades to resident and employee devices
- Other duties as assigned

Qualifications:

- Highschool diploma or equivalent
- Computer certifications preferred, but not required
- Troubleshooting skills including: hardware, software, network, and malware
- Knowledge of technology operation including: computers, mobile devices, peripherals, printers, cameras, projectors, etc.
- Basic knowledge of Mac and MS operating systems, along with common software including: Microsoft Office, iTunes, various web browsers, etc.)
- Excellent communication and interpersonal skills
- Good organizational and time management skills, able to handle several tasks at once
- Ability to always maintain a professional demeanor and appearance
- Proficient in English
- Must have reliable transportation
- Ability to pass a criminal background check
- Move large heavy equipment
- Pass our pre-employment helpdesk screening test