IT Support Technician

SWOCA, the SouthWest Ohio Computer Association, has an open position available for an IT Support Technician in our TSS department. We are looking for a customer-service focused support professional to join an established team in support of staff and students. The Support Technician's primary responsibilities include daily client support of both technical and non-technical users among our members staff and clients. The technician will also assist other IT staff with ongoing projects and system maintenance.

Our Ideal candidate will have an Associate's Degree or equivalent combination of education and technical experience, a thorough knowledge of Windows and MAC PCs, and experience training and coaching users. In this role you will focus on user support and training for the use and functionality of all aspects of our members IT enterprise. You must be an effective communicator with a strong focus on customer service. Our ideal candidate will have some experience in network and server administration, and some industry standard certifications.

The SouthWest Ohio Computer Association, is one of Ohio's largest Information Technology Centers (ITC), located in Hamilton OH. We are a customer focused organization with an overall customer satisfaction rating of 98.5%. Our focus is on the quality of services we provide. The primary work location for this opportunity is in our Fairfield Township office, with frequent time on site at one or more client location.

If you are highly energetic, dependable and have the required experience, please apply today. Applications will be reviewed starting on April 16th, 2025 and accepted until the position is filled. We offer a competitive salary range, dependent upon experience and qualifications, with full benefits, paid vacation, a hybrid work schedule, and other benefits.

To apply, or if you have questions about the position, Please send resume and letter of interest to Careers@swoca.net