



JOB DESCRIPTION

Field Service Technician

Company Overview

Keeping patients healthy is their specialty. Healthcare IT is ours. We strive to make technology invisible and allow our clients to spend as much time with their patients as possible. We never forget that it's not about bits and bytes but about how it all helps to make a patient smile, a loved one be reassured, and a caregiver feel confident. We manage IT services for medical practices, clinics, and social service non-profits so technology works for them, and not the other way around.

Employee Value Proposition

Handing a stethoscope to an auto mechanic doesn't make him a doctor. Anyone can "fix" a problem but it takes a specialist to diagnose, heal, and implement change for the long-term. At baytechIT, we understand healthcare, business, and technology (in that order).

Healthcare, because there is no other Managed Service Provider that can say "that's all we do."

Business, because we understand it all has to do with managing IT to make an organization more profitable, save them more money, or make them more efficient.

Technology, because we've designed and managed some of the most advanced healthcare IT networks on the planet and can back up our work by offering the only "thirty day out clause" in the industry.

For us, it's all about being one of them. Everything we say and everything we do must be about becoming a client's IT partner. An employee would never think about telling the boss that "it's not in my job description." They might think about it, but if they say it, it'll probably be the last thought they have as the door shuts behind them.

If we're going to be their IT department then we have to act like it. That means no in scope and out of scope arguments. That means always doing what we think is best for them knowing that if we put ourselves first, they can show us that door at any time and for any reason.

We'll never compete on price because no one offers more for one monthly fixed fee.

We're the experts but they're always right. If they're not, we listen and offer alternatives. No one likes a preacher (except in church).





The only attitude we carry with us is gratitude. We never forget that the lifeblood of every healthcare organization is technology. They've entrusted it to us. That's a responsibility we'll never take lightly.

Title

Field Service Technician

Location

Western Massachusetts

Role Description

Smile, you're a Field Service Technician. Curmudgeons and perpetual scowlers need not apply!

Call up central casting and you'll find our ideal candidate to be a personable, respectful, happy, and customer-focused individual. They understand that our clients just want to be able to do their job. Technology should work for them, not the other way around.

Our Field Service Technicians are responsible for the support and maintenance of computer hardware, software, printers, scanners, and other miscellaneous equipment at a customer's place of operation. You should be comfortable working remotely or onsite, and provide first level problem determination and resolution as expeditiously as possible.

Qualifications and Education Requirements

- High School Diploma or equivalent required; Associate Degree in Computer Science preferred
- Minimum 1 year supporting customers in a business environment
- Valid driver's license

Skills

- Excellent interpersonal, verbal, and organizational skills
- Ability to work well in a fast paced/multitasking environment
- Team player
- Customer-focused
- Respond knowledgeably & in a manner understandable to the customer with regards to questions or technical issues
- Support client approved software with a strong knowledge of current or existing Operating systems and Applications

