

Apply Now!

Technical Support Specialist

Are you passionate about technology and ready to put your combined inquisitive mindset, aptitude for problem solving, and customer service mentality to work for a dynamic company? Are you looking for a career and, most importantly, a company you can grow with? Join Epson Portland Inc. today and help build a better tomorrow.

The **Technical Support Specialist** acts as primary contact for IT inquiries and requests for services. Responsibilities include supporting the management of EPI's UNIX, Microsoft, and network services. Assignments include both maintenance of existing computer systems and installation of new hardware and software.

Under limited supervision, the Technical Support Specialist provides leadership and coordination of project teams consisting of management, users, IT staff, and vendors. Performs systems analyst activities and makes recommendations in areas that require a high level of technical competency.

Shift: 8:00am – 5:00pm Monday - Friday

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide technical support and act as a liaison between internal customers and IT staff to accurately interpret problems and facilitate resolutions to uphold the customer service level and overall quality of department activities
2. Support Network Administrator to maintain local and wide area network systems
3. Isolate trends in user problems, troubleshoot, and implement sustainable permanent solutions
4. Support data center installations and activities, including maintaining racks, stacks, configuration, and cables
5. Maintain documentation, administrative procedures, and company-wide training related to IT systems; support ISO audits and ensure overall compliance to the standard
6. Support Epson's global vision by promoting teamwork and delivering unique value through innovative and creative solutions
7. Maintain professional and technical knowledge of industry best practices by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies

Education and Experience

1. Bachelor's Degree in a related field or equivalent
2. 2 years' experience in a high-volume manufacturing environment, preferred
3. Strong communication skills, both verbal and written, to communicate with all levels of personnel
4. Demonstrated project management experience with concurrent deadlines
5. Strong analytical and diagnostic skills
6. Proficient PC skills are required, including experience with Microsoft and UNIX system administration
7. Proficient in TCP/IP, LAN/WAN systems, WAN protocols, Symantec Netback up, VPN/SSL solutions, routers and switches, network monitoring tools and their usage and security devices including VPN, and anti-virus and firewalls

At Epson Portland Inc., your input matters. We pride ourselves on inclusion, diversity, and individuality as our innovations come from our differing perspectives. We are steadfast in our commitment to quality, environmental conservation, and developing options and solutions for the Seiko Epson Group. Whether you have been here two weeks or twenty years, you can have an impact on the business and enjoy growth and fulfillment in your career at Epson Portland Inc. Epson Portland Inc. is located in Hillsboro, Oregon.

We offer an outstanding benefits package, including:

- Comprehensive, low-cost medical, dental, vision, alternative care, and prescription drug coverage
- Generous paid time off, including sick time, vacation, and holidays
- Income protection plans, including life insurance and disability programs
- Financial security plans including a 401(k) retirement plan with company matching Educational reimbursement, employee discounts and much more

To be considered for this position, please send resume by email to jobs@epi.epson.com and reference Requisition #8830 in the subject line of your message.

Pre-employment drug screening is required.
Epson Portland Inc. is an Equal Opportunity Employer.