



Ace Computers

340 Howard Ave.
Des Plaines, IL 60018

Phone: 877-223-2667
E-mail: careers@acecomputers.com

Tech Support Specialist

Location: Des Plaines
Employment: Full-time

Summary: Ace Computers, a leading provider of information technology solutions and one of the top 100 Custom System Builders in the US, is seeking to add a member to our team.

Job Description: As a Hardware Technical Support Specialist at Ace Computers, you will play a crucial role in ensuring the seamless operation of our clients' hardware systems. You will be responsible for diagnosing and resolving hardware-related issues, offering technical guidance, and providing excellent customer service. Your expertise will help our customers maximize the performance and reliability of their hardware.

Key Responsibilities:

- **Hardware Troubleshooting:** Identify and resolve hardware-related problems by conducting in-depth diagnostic tests and analysis.
- **Customer Support:** Provide exceptional customer service, including responding to inquiries, providing technical assistance, and ensuring customer satisfaction.
- **Technical Guidance:** Offer expert advice to customers regarding hardware upgrades, maintenance, and best practices to optimize system performance.
- **Documentation:** Maintain accurate and detailed records of customer interactions, issue resolutions, and hardware configurations.
- **Collaboration:** Collaborate with other technical support teams and engineers to address complex issues and provide timely solutions.
- **Quality Assurance:** Perform quality checks on hardware systems before they are delivered to customers, ensuring they meet the specified requirements.
- **Remote Support:** Utilize remote support tools to assist customers with hardware issues when on-site visits are not feasible.
- **Product Knowledge:** Stay updated on Ace Computers' product offerings and industry trends to provide accurate and up-to-date information to customers.

Requirements:

- High school diploma or equivalent; a bachelor's degree in a related field is a plus.
- Proven experience in hardware technical support or a related role.
- Strong knowledge of computer hardware components, configurations, and troubleshooting techniques.
- Excellent customer service and communication skills, both written and verbal.
- Familiarity with remote support tools and diagnostic software.

- Ability to work well in a team and independently.
- Problem-solving skills and attention to detail.
- A+ certification or other relevant hardware certifications are desirable.
- Able to commute to 340 Howard Ave. Des Plaines, IL
- Monday - Friday - 8AM - 5PM

Benefits:

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.
- Tuition reimbursement

How to Apply: Interested candidates are encouraged to submit their resume and a cover letter detailing their relevant experience to careers@acecomputers.com Please include "Hardware Technical Support Specialist Application" in the subject line.

Ace Computers is an equal opportunity employer, and we encourage applications from individuals of all backgrounds and experiences. We look forward to welcoming a new team member who is dedicated to delivering outstanding hardware technical support to our clients.

Send applications to careers@acecomputers.com