



Technical Support Tech

Location: Burlingame, CA

Department: IT

Employment: Full Time, Monday through Friday

Salary: TBD

About Our Company

Come work for a great company with strong employee retention and a team of industry veterans with true passion for what they do. GSO, a GLS Company, is a leading regional delivery carrier which has been providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on our company to deliver time-critical packages and documents every day because we've got an amazing team that goes the extra mile for our customers. We're always looking to expand our team with like-minded professionals, therefore if this job might be a good fit for you, send us your resume.

Position Summary

Be a member of the IT networking group and be responsible for Tier 2 Technical Support

Responsibilities & Duties

- Provide over the phone support to end users on a variety of hardware, software and application issues. Identify, research and resolve technical problems
- Perform software installs and configuration changes on client / end user computers
- Perform general maintenance tasks and escalate complex / unresolved issues to senior technical staff
- Demonstrate good verbal, interpersonal communication with professional interaction skills and respond to questions from clients in a courteous manner
- Adapt to a fast learning execution pace and be organized in the prioritizing resolution of reported problems
- Requires strong problem solving and time management skills
- Reliable work ethic, including time attendance, consistent attention to detail in assigned tasks and enthusiasm to learn new procedures and processes

Qualifications Needed:

- High School Diploma or higher education
- Knowledge of Windows Operating Systems and other peripheral devices
- Prior experience of onsite technical / desktop support – Technical Associates degree is a plus
- Technical troubleshooting experience of desktop / laptop and printer with a certification is a plus
- Some experience working with hardware, firmware and software
- Excellent Customer Service skills
- Ability to Multi Task and adapt to change
- Outstanding written and oral communication
- Flexible, well motivated with the ability to work under pressure
- Positive attitude and ability to work within a team

**Essential Functions**

- Proficient with Microsoft Office (Outlook, Word, Excel)
- Physical ability to lift, bend, move to setup or remove equipment
- Must be authorized to work in the United States

Benefits for Full-Time Employees

- 401K with employee matching
- Healthcare benefit options
- PTO & Sick Leave
- Direct Deposit

To Apply

Please email your resume and cover letter to careers@gso.com

EEO Commitment:

GSO, a GLS Company, is an Equal Employment Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply to at GSO and we strive to select the best qualified applicant for each position in our organization. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected by federal, state, or local law. GSO complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.