

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician

Click on a name to learn more!

**B** happy • have fun • make friends • love people • drink great coffee

## WHAT ARE THE BENEFITS OF WORKING AT THE HOME OFFICE?

### Paid Time Off\*

- Up to 17 PTO days per year
- 1 week vacation on your first day
- All standard holidays (and then some)!
- 3 month paid leave of absence (after every 5 years)

Health Care for a very low contributory cost\*

Retirement Plan with employer match

Gym membership in the building

FREE Coffee at the Home Office

Training Center

\*For all full-time positions

Resumes should be sent to [jobs@biggby.com](mailto:jobs@biggby.com).

Include the job title in the Subject line.



## Job Openings on the Horizon BIGGBY® COFFEE Home Office

**Title:** Support Technician

**Type:** Full Time

**Salary:** \$13.80/hourly  
Laptop and Cellphone provided  
Health, Retirement & Other Benefits available  
Free coffee, of course!

Click here for the complete job description: [HERE](#)

**To Apply:** send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before  
February 16, 2018.

**Make friends. Have fun. B Yourself. Share great coffee.**

**Global Orange Development, LLC is an Equal Opportunity Employer.**

## **JOB DESCRIPTION**

### **Support Technician**

#### **Description:**

The Support Technician is a self-motivated customer-service oriented individual with varied skill sets in troubleshooting computers and building, staging and installing basic desktop and network setups for our retail locations as well as the Home Office.

**Direct Supervisor:** Tech Support Manager

#### **Responsibilities and Duties:**

- Phone and remote assistance technical support for a variety of issues
  - Windows operating systems
  - Networking
  - Application support
  - POS software support
  - Phone Support
  - Remote Support
  - Home Office Support
- Building, staging and installing computer systems
- Logging technical support histories via tickets
- Inventory management
- On-call emergency support
- Configure and ship replacement hardware
- Other duties as assigned

#### **Preferred Experience:**

- Windows XP and Windows 7 troubleshooting
- Network troubleshooting
- Operating system installation
- Hands-on hardware setup
- Customer service in technical support or retail applications

#### **Requirements:**

- Must demonstrate the ability to communicate effectively in written and spoken English
- Expressing or exchanging ideas by means of spoken word
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently
- Ability to work weekends
- Must demonstrate the ability to navigate standard formatting and functions within the Microsoft Office Suite including: Outlook, Excel, Word and Power Point.
- Travel is a necessary component of the IT Support position; a valid drivers' license and the ability to travel from market to market is required. Travel may necessitate hotel stays when traveling to remote market areas.