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.
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 before
March 9, 2018.

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

Global Orange Development, LLC is an Equal Opportunity Employer.

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.