

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician

Click on a name to learn more!

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## 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

Dog friendly work environment

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.

**BIGGBY COFFEE Home Office**  
**2501 Coolidge Road, Ste 302, East Lansing, MI 48823**

**JOB DESCRIPTION**  
**Support Technician**  
**\$14.21/hourly**

**Description:**

The Support Technician is a self-motivated, customer-service oriented individual with specialized 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:** BRAINS Sphere HR Supervisor

**Responsibilities and Duties:**

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

**Preferred Experience:**

- Windows 7/10 troubleshooting and installation
- Network troubleshooting
- A variety of hardware and software setup
- Customer service in technical support or retail applications
- Executing commands via Command Prompt
- Amazon Web Services
- Linux
- Office 365 – Including SharePoint

**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.
- Must maintain the level of insurance required to operate BIGGBY fleet vehicles.