



Job Title: Technical Support Specialist I
Company: Trend Nation, LLC www.TrendNation.com
Location: Las Vegas, NV

Company Overview: Trend Nation is a fast-growing company that owns and operates 3 niche e-commerce websites and excels on marketplace platforms including Amazon.com. With over 3,000 products and thousands of customers worldwide, Trend Nation is a fun, fast-paced work environment that recognizes its employees with monthly teambuilding activities, regular company-wide celebrations, and a comprehensive benefits package.

Position Overview

- Maintain First Response and Time to Resolution SLAs on helpdesk tickets.
- Setup new computers and accounts for incoming employees.
- Maintain all computers and related hardware, including replacing computers and components as necessary, and resolving software issues.
- Responsible for maintaining network uptime by quickly responding to interruptions, diagnosing the problem, and implementing fixes.
- Troubleshoot and fix basic server and Active Directory issues.
- Order necessary supplies for completing duties, including items such as keyboards, mice, monitors, and tools.
- Setup and maintain printers and resolve issues as they arise.
- Perform basic diagnosis and information gathering on more advanced issues to prepare for escalation.

Preferred Qualifications:

- High level understanding of Windows operating system
- Basic networking knowledge, such as Wi-Fi and ISP troubleshooting
- Understanding of software installation and configuration
- Strong critical thinking skills

Compensation:

- Part-time (20 hours per week) hourly starting at \$13/hour
- Full-time hourly at \$15/hour after 90 day evaluation period
- 401k, bonus program, medical and dental insurance reimbursement, training and schooling reimbursement, and many more benefits for full-time employees

How to Apply:

Submit your cover letter and resume via email to: Jobs@TrendNation.com.
Please be sure to include Technical Support Specialist I in the Subject line of the email.