

Job description

10ZiG Career Opportunity – Desktop Support Technician

Mission Statement:

10ZiG Technology is a leading provider in Thin and Zero Clients for the latest virtual desktop solutions.

While maintaining our dedication to Thin and Zero Client technology, we will continue to refine our quality, expand our capabilities, increase our efficiency, and elevate the superior level of customer service we now provide to heighten the standard of excellence we have set in the industry. Thus, delivering high- quality technology solutions and ongoing support, enabling companies to meet their business goals more effectively.

Overview:

10ZiG is currently looking for a self-motivated, detail orientated individual with strong troubleshooting skills who is looking to join our Phoenix team as an internal Desktop Support Technician in support of our internal user base. This position interfaces with all departments and technical levels to ensure that their Windows PCs, phones, peripherals and other associated IT equipment are consistently functioning at a high level to allow them to support the company and our external customers.

Responsibilities:

As a Desktop Support Technician, you will provide industry leading professional technical support to our internal users in person, via phone, email, or chat.

Install, configure, and maintain desktop computers, laptops, monitors, printers, and other peripherals.

Diagnose and resolve hardware, software, and network connectivity issues.

Perform operating system installations, updates, and imaging using standard deployment tools.

Assist with account setup, password resets, and user access permissions.

Maintain an accurate inventory of IT assets and ensure proper hardware lifecycle management.

Install and support standard business applications and productivity tools.

Escalate complex issues to senior support or system administrators when necessary.

Document support requests, solutions, and procedures following IT service management best practices.

Ensure systems comply with security standards, including antivirus, encryption, and patch management.

Assist with onboarding and offboarding of users, including device provisioning and recovery.

Support conference room setups, VOIP phones, basic network troubleshooting, and associated IT infrastructure and equipment throughout the building.

Deliver excellent customer service and communicate technical concepts clearly to non-technical users.

You will learn and gain experience on the latest in many industry-standard virtual technologies such as VMware, Citrix and Microsoft AVD.

You will provide troubleshooting and support as required for our internal test environments.

Assist or take on other duties as needed by the department or company as we all work together in 10ZiG's success.

Basic Qualifications:

- High school diploma or equivalent required; associate degree or IT certifications (CompTIA A+, Network+, ITIL, Microsoft MCP) preferred.
- Minimum of 1 year of experience in a desktop or technical support environment (1–3 years preferred).
- Strong understanding of Windows operating systems (macOS/Linux experience is a plus).
- Familiarity with Active Directory, Office 365, and ticketing/helpdesk platforms.
- Knowledge of networking fundamentals (TCP/IP, DNS, DHCP).
- Ability to troubleshoot hardware components and software applications.
- Strong communication, problem-solving, and time management skills.

Work Location: In-office, Monday–Friday at 10ZiG Technology, 2043 W Lone Cactus Dr., Phoenix, AZ 85027

Job Type: Full-time, Onsite

Pay: From \$60,000 per year

Schedule: Monday to Friday

Commute/Relocation: Must reliably commute to or relocate to Phoenix, AZ 85027 before starting

Perks & Benefits: Competitive pay, 401(k) with company match, Cigna HSA and PPO medical plans, dental and vision coverage, life insurance, generous PTO, complimentary beverages, monthly catered lunches, quarterly team outings