

Information Services Technician – Ajo, AZ (On-Site)

Position Summary

The Information Services Technician is responsible for assisting in the maintenance of the Company's desktop and server systems. Responsibilities include operating and maintaining systems for patching and installing workstation applications and operating systems, provisioning and maintaining servers, and carrying out assignments from the Information Services Administrator, and occasionally from the Network Engineer or Analyst. This role provides Level 2 and Level 3 technical support for users and assists with monitoring and reporting compliance with company computing policies. Due to periodic access to highly sensitive documents, materials, and conversations, this position requires strict confidentiality at all times.

Key Responsibilities

- Support the Information Services team in maintaining and troubleshooting company computer systems, peripherals, and applications.
- Perform system installations, upgrades, and configurations for workstations, servers, and related hardware.
- Provide Level 2 and Level 3 technical support, including advanced troubleshooting and vendor coordination.
- Monitor network performance and respond to alerts, including after-hours as needed.
- Maintain accurate hardware/software inventory records and assist with documentation of procedures.
- Participate in the Company's Safety Program and comply with all operational policies.
- Perform other duties as needed to support departmental and company goals.

Qualifications

- High school diploma or equivalent; 2-year college or vocational degree in Information Services/Data Processing or related field, or equivalent technical experience.
- Minimum 2 years of diverse IT experience, including workstation and server installation and maintenance; advanced technical training preferred.
- Proficiency in PC and server hardware installation/maintenance, and multiple operating systems (Windows, Linux, VMware ESXi, Nutanix HCI & AHV).
- Experience with applications such as Microsoft 365, Teams, Office, and Veeam.
- Industry certifications (MCSA, MTA Security, Security+) or related coursework preferred.
- Valid Class C driver's license with an insurable driving record.
- Telecom experience in Information Services or Data Processing preferred.



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Ideal Candidate

The ideal candidate is a skilled IT professional with hands-on experience in maintaining, troubleshooting, and upgrading desktop and server systems. They are proficient in hardware and software installation, network monitoring, and Level 2/3 technical support. Strong organizational skills and attention to detail enable them to accurately document processes, maintain inventory records, and ensure compliance with company policies. They are proactive problem solver who can respond effectively to after-hours network issues when needed. The candidate values safety, reliability, and teamwork, consistently arriving prepared to perform their duties and contribute to departmental and company goals.

About Us

At Table Top Telephone, we are committed to fostering communication and integrity. Every day, we approach our work with optimism, joy, and a passion for connecting communities. As a family-owned business, we work together to empower generations and help shape the future of telecommunications.

Why Join Us?

Generous Benefits: Although we are a small, family-owned business, we offer an extensive benefits package that rivals major corporations in the telecommunications industry. Many of our employees find the benefits to be incredibly generous.

Strong Relationships: At Table Top the size of our business allows for easy relationships with supervisors and coworkers. Our team quickly develops a strong sense of belonging and mutual respect.

Work-Life Balance: We understand the importance of balance. Most employees find that scheduling and using time off is simple and flexible.

Supportive & Fun Work Environment: We foster a workplace where team members respect one another but also enjoy having fun while getting the job done.

Impactful Work: Table Top is at an exciting, pivotal point as we expand our services and push the boundaries of technology. The opportunity to drive high-speed rural broadband services is vital, especially in today's world, where reliable internet is essential for connecting people, enhancing education, boosting local businesses, and providing services to underserved areas. It's not just about providing internet—it's about changing lives and connecting the future.

How to Apply

Interested candidates are encouraged to apply by submitting their resume and a cover letter to hr@ponderosatel.com. We look forward to hearing from you and potentially welcoming you to our team!

Table Top Telephone is an Equal Opportunity Employer.

Location: Ajo, AZ (On-Site)

Employment Type: Full Time/Non-Exempt

Work Schedule: Monday-Friday; 8:00am to 4:30pm

Salary: \$46,500-\$92,000; DOE