



## **Ace Computers**

340 Howard Ave.  
Des Plaines, IL 60018

Phone: 877-223-2667  
E-mail: [careers@acecomputers.com](mailto:careers@acecomputers.com)

### **Technical Support Engineer - Senior**

Location: Des Plaines  
Employment: Full-time

**Summary:** Ace Computers, a leading provider of information technology solutions and one of the top 100 Custom System Builders in the US, is seeking to add a member to our team.

**Job Description:** As a Hardware Technical Support Engineer at Ace Computers, you will play a crucial role in ensuring the seamless operation of our clients' hardware systems. You will be responsible for diagnosing and resolving hardware-related issues, offering technical guidance, and providing excellent customer service. Your expertise will help our customers maximize the performance and reliability of their hardware.

#### **Key Responsibilities:**

- Provide technical assistance to customers on a variety of hardware issues via ticketing system or inbound calls.
- Ability to differentiate between software, hardware, and PEBCAK issues.
- Diagnose and repair customer systems sent in for bench service.
- Develop solutions for complex desktop and server problems.
- Manage and report time spent on all work activities.
- Communicate accurate and useful status updates.
- Document, track, and monitor the problem to ensure a timely resolution.
- Collaborate with support engineers when issues cannot be resolved by Level 1 or Level 2 Support.
- Read and comprehend technical service manuals and publications.
- Make appropriate use of reference publications and diagnostic aids in resolving technical problems.
- Complete in-person or online training routinely to keep up to date with current technology.
- Ownership of the ticketing system and incorporating data analysis and ticket trend forecasting.

#### **Requirements:**

- Must be knowledgeable in current Microsoft Windows PC and Server operating systems.
- Linux administration and troubleshooting knowledge a plus.
- Proven experience in installing and configuring operating systems and business applications.
- Proven knowledge of Hardware Troubleshooting.
- Familiarity with basic networking concepts.

- IT support ticketing system experience desired.
- Answering Inbound Calls experience.
- Foundational knowledge in customer service.
- Active problem-solver who listens for customer cues and actively resolves problems with grace and integrity.
- Critical thinking, problem-solving, and ability to work independently.
- 4+ years of prior experience.
- Maintains technical knowledge by attending training and workshops and reviewing publications.
- Candidate should be a self-starter, able to work independently, highly organized, and possess strong verbal.
- and written communication skills and be very detail-oriented.
- Able to commute to 340 Howard Ave. Des Plaines, IL
- Monday - Friday - 8AM - 5PM

**Benefits:**

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.
- Tuition reimbursement

**How to Apply:** Interested candidates are encouraged to submit their resume and a cover letter detailing their relevant experience to [careers@acecomputers.com](mailto:careers@acecomputers.com) Please include "Hardware Technical Support Specialist Application" in the subject line.

Ace Computers is an equal opportunity employer, and we encourage applications from individuals of all backgrounds and experiences. We look forward to welcoming a new team member who is dedicated to delivering outstanding hardware technical support to our clients.

**Send applications to [careers@acecomputers.com](mailto:careers@acecomputers.com)**