



Ace Computers

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Computer Hardware & Software Technician

Location: Des Plaines
Employment: Full-time

About Ace Computers

Ace Computers is a leading provider of high-performance computing solutions, serving enterprise, government, and education sectors. We take pride in our innovation, reliability, and commitment to customer satisfaction. Join our team and help shape the future of computing technology.

Position Summary

Ace Computers is seeking a highly skilled **Computer Hardware and Software Technician** with strong **hardware troubleshooting** capabilities and experience using diagnostic tools such as **Eurosoft**. This role is crucial in maintaining and modifying BIOS/UEFI firmware for new and existing platforms, ensuring seamless integration between hardware and software during the boot process.

Key Responsibilities

- Maintain and modify BIOS/UEFI firmware for new and existing platforms
- Batch and bash scripting
- Solid working knowledge of Microsoft SQL commands, tables and query structures
- Collaborate with hardware and software teams to ensure proper firmware integration.
- Troubleshoot and resolve hardware-related issues using diagnostic tools like Eurosoft.
- Sustain and enhance existing BIOS codebases with performance tuning and feature updates.
- Conduct system-level debugging and root cause analysis to identify and resolve firmware and hardware issues.
- Validate firmware functionality through rigorous testing and documentation.

Required skills & Qualifications

- Associate's or Bachelor's degree in Computer Engineering, Electrical Engineering, etc., or equivalent work experience.
- 3+ years of experience in BIOS/UEFI firmware maintenance and batch and bash scripting
- Strong understanding of computer architecture, hardware interfaces, and boot processes.
- 1 to 2 years of Desktop, Workstation, and Enterprise server break/fix
- Experience with computer hardware diagnostic tools (e.g., Eurosoft).
- Excellent debugging and problem-solving skills.

- Familiarity with firmware development environments and version control systems.
- Demonstrated ability to create/follow standard procedures
- Documenting process flows, etc
- Ability to assemble/disassemble a variety of pc and server platforms utilizing both legacy and current technologies.
- Document new processes and be able to train others on new processes.

Preferred Qualifications

- Experience with Intel and AMD platforms, including chipset initialization.
- Knowledge of ACPI, SMBIOS, PCIe, and other firmware standards.
- Familiarity with secure boot, TPM, and firmware security best practices.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Email applications to Careers@AceComputers.com