

IT Technician

Job Details

Job Type: Full-time

Pay: \$23 an hour

Hours: Monday-Friday, 8:00 a.m.-4:30 p.m.

Job Summary

As an IT Technician at Homecrest, you will provide first-level technical support to ensure the reliable operation of end-user computing equipment and core IT systems in a manufacturing and business environment. This role supports employees with day-to-day technical issues, assists with hardware deployment and lifecycle management, participates in employee onboarding and offboarding processes, and helps maintain system documentation, inventory records, and backup operations. The IT Technician works with other IT staff and higher-tier support as needed while maintaining strict confidentiality, supporting basic security awareness efforts, and adhering to established IT procedures and configuration standards.

About Homecrest

Located in Wadena, MN, Homecrest Outdoor Living, LLC is a leading manufacturer of outdoor furniture. Since our founding in 1953, our goal has been to enhance our customers' outdoor living experience by producing quality furniture that lasts for decades. In fact, many of our vintage wire collections from the 1960s are still in use today. Our team is guided by four core values that shape our company: Passion, Innovation, Accountability, and Integrity. If this sounds like you, we want you on our team!

Job Duties

- Maintain working components through regular maintenance, repair, or replacement
- Assist company employees with technical issues
- Keep accurate inventory of hardware
- Assist with the creation of procedures and processes for troubleshooting and maintenance
- Onboard and offboard employees
- Assess and recommend hardware and software needed to maintain employee efficiency to IT leadership or senior IT staff
- Maintain high level of confidentiality and security with company computer systems
- Perform and verify nightly and weekend back-up processes as required
- Support basic cybersecurity initiatives, including assisting with employee security awareness training
- Supports and positively contributes to a culture of continuous improvement
- Assist with configuration changes of hardware and software under guidance from senior IT staff
- Manage, document, and prioritize help desk tickets in accordance with department procedure
- Assist with maintaining and updating IT documentation, including procedures, system changes, and asset records
- Participate in IT projects, deployments, or system upgrades as assigned
- Assist with coordinating service requests and issue resolution with vendors or third-party support providers as needed

Requirements

- Associate's degree in MIS, Computer Science, Information Technology, or a related field (or equivalent combination of education and experience)
- Familiarity with Microsoft 365 applications such as Excel and Access, or other similar programs
- Strong verbal and written communication skills with the ability to support non-technical users
- Working knowledge of basic networking concepts (TCP/IP, DNS, DHCP)
- Problem-solving ability to evaluate technical issues, identify possible causes, and apply appropriate first-level solutions or escalation paths
- Patience and customer-service orientation when supporting employees with varying levels of technical proficiency
- Clear verbal and written communication skills to explain technical concepts, document issues, and keep users informed during issue resolution
- Ability to follow documented procedures while exercising sound judgment in day-to-day support situations
- Organizational skills to manage multiple support requests and ongoing tasks in a timely manner
- Attention to detail when performing system checks, inventory tracking, and configuration verification
- Ability to adapt to changing priorities and respond effectively in a fast-paced manufacturing environment

Preferred Qualifications

- Exposure to AD, Entra, and virtualization
- Basic understanding of cybersecurity best practices
- Experience supporting technology in a manufacturing or production environment
- Familiarity with network hardware and principles
- Bachelor's degree in MIS, Computer Science, or Information Technology

How to Apply

Click here to download the PDF application and email it, along with your resume, to **hr@homecrest.com**.