

LEVEL 2 TECHNICIAN

Caleris is looking for candidates who possess the following characteristics for a full time opening in dedicated technical support. Caleris provides comprehensive training for qualified applicants.

- Ability to repair PC including all aspects of troubleshooting hardware and software
- Monitor or TV repair experience a plus
- Able to network several PCs or monitors together
- Experience with creating video wall a plus
- Experience with reading board schematics
- Ability to troubleshoot customers remotely

Qualifications include experience in customer service environment, troubleshooting experience or job experience with PC monitors, set-up, repair and/or installation, and ability to assist callers remotely via telephone to process diagnostics. Pay dependent upon experience.

ABOUT CALERIS

Caleris is a leading Business Process Outsourcing firm headquartered in West Des Moines, Iowa. With 3 support centers in the Iowa communities of Manning, Jefferson and Newton – Caleris is a rapidly growing company that delivers customer & corporate helpdesk support for a variety of clients. From telecommunication carriers to insurance companies, Caleris provides leading end-user support via phone, email, and chat. At Caleris, our people make the difference – dedicated to enhancing each customer experience. Our clients value our commitment to keep jobs in America. **Outsource to Iowa not India!**

WHY CALERIS

Caleris has created a culture of respect & integrity, placing the highest value on our team. We offer competitive wages and comprehensive benefits including Medical, Dental, Life, Disability, and 401k. Timely incentives, rewards and recognition foster an environment where our team stays motivated and engaged. Opportunities for advancement are available to those who excel. **If you want to love what you do... join the Caleris team.**