



Flowco Production Solutions is artificial lift. It's all we do. All day. Everyday. Founded and operated by the pioneers of the oil and gas artificial lift industry, Flowco is redefining well "optimization" with the very latest in USA manufactured gas lift and plunger lift technologies and delivering unrivaled customer support wherever and whenever you need it.

Product Support Specialist – Fort Worth, TX

Job Brief

We are looking for a qualified Product Support Specialist to install, maintain and repair computers and networks. This person will be the one to ensure that adequate IT infrastructure is in place and is used to its maximum capabilities.

As a Product Support Specialist, the candidate must be well-versed in computer systems and network functions. The ideal candidate will be able to work diligently and accurately and will possess a great problem-solving ability in order to fix issues and ensure functionality.

Flowco is a mid-size company growing rapidly, this person will be expected to help where needed in the IT area. Travel, while not frequent, will be required.

Our goal is to make the Flowco IT environment better than it was yesterday.

ROLE AND RESPONSIBILITIES

- Setting up hardware, PC Server, network equipment and installing and configure software and drivers
- Shipping and receiving IT equipment
- Monitoring LAN/WAN and other networks and manage components (servers, IPs etc.)
- Maintaining and repairing technological equipment (e.g. routers) or peripheral devices
- Manage security options and software in computers and networks to maintain privacy and protection from attacks
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Arrange maintenance sessions to minimize customer conflict
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly

Requirements

- Proven experience as **Product Support Specialist** or similar role
- Excellent troubleshooting skills
- Very good communication abilities
- Exceptional organizing and time-management skills
- Experience with LAN/WAN networks
- Thorough knowledge of computer systems and IT components

- Good knowledge of internet security and data privacy principles
- Must be able to use remote control tools

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Relevant certifications (e.g. CompTIA A+) will be an advantage

PREFERRED SKILLS

PC Imaging	Ubiquity
Dell PCs	Cloud Hosting
Printers	Comcast Business Voice Edge
Windows OS	SQL
Sophos	Syspro
Office 365	Meraki
Bomgar	Rosetta
Sage	Spiceworks
Smartphones	

Must be able to pass mandatory pre-employment drug screen, random drug and/or alcohol tests; and subject to driving history and criminal history background check. Benefits include medical, dental, vision, paid time off and 401(k).

Flowco Productions Solutions is an Equal Opportunity Employer.

Send resume including work history to careers@flowcosolutions.com. Please type **Product Support Specialist** in the subject line. No calls and no recruiters please.