About Fetch Rewards

At Fetch Rewards, our vision is to leverage technology to transform shopping into an engaging, rewarding, and delightful experience. We’re a vibrant team of innovators who have embarked on a journey to propel the grocery shopping experience into the 21st century. Our technology platform, based around a free smartphone app, ensures that users have the best shopping experience possible. Over the last 18 months, Fetch Rewards has become one of the fastest growing tech startups in Wisconsin.

Our offices are located in the hub of downtown Madison overlooking the iconic Capitol Square and adjacent to dozens of restaurants and shops. We like to celebrate our victories, big and small, and we've never been accused of taking ourselves too seriously.

We're committed to working with innovative and passionate people. As a young company, we need team players who can go above and beyond their individual responsibilities to help the company build towards its vision. If you are a creative, hardworking and fun-seeking person interested in working with a close-knit group of highly talented people, this could be the right place for you!

Role

The Desktop Support Specialist at Fetch Rewards is the point of contact for all Fetch employees seeking technical assistance for desktop software and hardware issues. This role will be responsible for ensuring employees' computer equipment is ready for use and functioning properly, as well as providing technical support on the commonly used software, hardware, and other general office equipment.

Responsibilities

- Configure/Set up laptops for new employees
- Troubleshoot issues on existing laptops
- Manage the installation and maintenance of company required software
- Configure/Setup store hardware (tablets) for retailers
- Manage/maintain the basic functionality of general office equipment (TV, chromebox, printer, access points, etc.)
- Make hardware recommendations based on business requirements

Performance Measurements

We know we're both succeeding when:

- Employees are happy and satisfied with how you resolve their PC and general office equipment issues
- Managers are spending less time on the new hire process
- Confidence in our personal computer security practices increases
- Logistics is spending less time on new store set up
- You find yourself excited to tell people about what we're building here at Fetch. You wake up truly excited because you know what you do today will directly impact a young growing company.

Required Skills
• Advanced knowledge and experience using both iOS and Windows platforms
• A passion for troubleshooting and good problem solving skills
• Knowledge of basic PC security practices and strategies
• Friendly presence; helpful and professional attitude; good interpersonal skills and ability to work well with others
• Love of Dogs! . . . Or just tolerance. We're a very canine friendly workplace.

Desired Skills

• 2+ years in a Desktop Support/Help Desk role
• Ability to prioritize and organize individual workflow - highly organized, works independently, flexible and resourceful
• Advance knowledge in computer hardware
• Excellent verbal and written communication skills

Other Details

Interested candidates should send a resume to careers@fetchrewards.com by 5/27/16. This position is part-time and available immediately with no end date. Based on performance and need, it could be extended to a full time position. Compensation will be based on skills and previous experience.