



IT Support Specialist/Help Desk Technician

Join the BKL Networks Team

BKL Networks, Inc.

About BKL Networks

BKL Networks is a managed IT services company that partners with small and medium-sized businesses to provide reliable, friendly, and proactive technology support. We believe great customer service is just as important as technical knowledge, and we're passionate about helping both our clients and our employees succeed.

We're looking for someone who is hungry to learn, enjoys solving problems, and wants to build a long-term career in Information Technology. If you have a positive attitude, strong communication skills, and a willingness to grow, we'll help you develop the technical skills needed to succeed.

Position Summary

As a Help Desk Technician, you'll be the first point of contact for our clients, helping resolve day-to-day technology issues while delivering excellent customer service. You'll work with both Windows and macOS environments, Microsoft 365, Google Workspace, mobile devices, and a variety of business technologies.

This is an excellent opportunity for someone who wants hands-on experience with real-world IT environments while learning from experienced engineers.

Responsibilities

Compensation & Employment Details

- **Employment Type:** 1099 Independent Contractor
- **Compensation:** \$30.00–\$35.00 per hour, depending on experience and qualifications.
- **Work Environment:** This role is primarily remote, with occasional travel to client offices throughout the San Francisco Bay Area when onsite support is required.
- **Schedule:** Full-time hours are expected, with flexibility based on client needs and project requirements.

We're looking for someone who is interested in building a long-term relationship with BKL Networks. While this position begins as a contractor role, we believe in investing in great people. As our company grows and you continue to develop your skills, there may be opportunities for expanded responsibilities and future career growth within the organization.

- Provide friendly and professional technical support to end users via phone, email, remote support, and occasionally onsite.
- Reset passwords and assist users with account access.
- Provision new employee accounts across Microsoft 365, Google Workspace, and other business applications.
- Offboard departing employees by disabling accounts, recovering equipment, and following security procedures.
- Configure new computers and user workstations.
- Assist users with setting up and troubleshooting desktops, laptops, printers, mobile phones, and tablets.
- Support both Windows PCs and Apple Macs.
- Troubleshoot common hardware, software, networking, and connectivity issues.
- Assist with Microsoft 365 administration, including Outlook, Teams, OneDrive, and SharePoint.
- Assist with Google Workspace administration, including Gmail, Drive, Calendar, and user management.
- Escalate more complex technical issues to senior engineers when appropriate.
- Maintain accurate ticket notes and document troubleshooting steps.
- Create and update internal documentation so solutions and client environments are well documented and easy to support.
- Travel to client offices when onsite support is required.
- Continue learning new technologies and improve technical skills through training and mentorship.

Desired Qualifications

- Basic understanding of Windows and macOS operating systems.
- Familiarity with Microsoft 365 and/or Google Workspace.
- Basic understanding of computer hardware and troubleshooting.
- Strong customer service and communication skills.
- Excellent organizational skills and attention to detail.
- Ability to prioritize multiple tasks in a fast-paced environment.
- Strong desire to learn and grow professionally.
- Ability to work independently while also collaborating with a team.
- Valid driver's license and reliable transportation for occasional onsite visits.

Preferred (Not Required)

- CompTIA A+ certification or working toward one.

- Experience working in an IT Help Desk or customer service environment.
- Familiarity with networking fundamentals (Wi-Fi, routers, switches, DNS, DHCP).
- Experience with ticketing systems or remote support tools.

What We're Looking For

Technical skills can be taught. We're looking for someone with the right attitude.

- Curious and eager to learn
- Reliable and dependable
- Friendly and patient with users
- Professional and accountable
- Organized and detail-oriented
- Comfortable asking questions when they don't know the answer
- Passionate about technology and helping people

If you're motivated, willing to learn, and excited to build a career in IT, we'd love to invest in your growth.

What You'll Learn

- Microsoft 365
- Google Workspace
- Windows 10 & 11
- macOS
- Microsoft Entra ID (Azure AD)
- Mobile Device Support (iPhone, iPad, and Android)
- Networking fundamentals
- Cloud technologies
- Cybersecurity best practices
- Backup and disaster recovery solutions
- Business IT infrastructure
- Professional troubleshooting methodologies

You'll work alongside experienced engineers who will mentor you and help expand your technical knowledge.

Why Join BKL Networks?

- Hands-on experience across many technologies
- Mentorship from experienced IT professionals
- Opportunity for career advancement
- Diverse technical challenges every day
- Supportive, collaborative team environment
- Continuous learning and professional development
- Make a real impact by helping businesses succeed through technology

If you're excited to build your IT career and enjoy solving problems while helping people, we'd love to hear from you.

Success in Your First 90 Days

Our goal is to set you up for long-term success. During your first 90 days, you'll work closely with our team and build confidence in supporting our clients. By the end of your first three months, we'd like you to be able to:

- Confidently handle common Help Desk requests such as password resets, account unlocks, and basic troubleshooting.
- Provision and offboard users in Microsoft 365 and Google Workspace following documented procedures.
- Set up and deploy Windows PCs, Macs, and mobile devices for end users.
- Document client environments, procedures, and solutions to improve our internal knowledge base.
- Provide exceptional customer service while communicating professionally with clients.
- Resolve common Microsoft 365, Google Workspace, Windows, and macOS issues independently.
- Know when to troubleshoot independently and when to escalate issues to senior engineers.
- Develop a strong understanding of our clients' environments and the tools we use every day.
- Demonstrate a continuous desire to learn new technologies and grow your technical skill set.

Career Growth at BKL Networks

We don't view this as just a Help Desk position—we see it as the beginning of a career in IT. As your skills and experience grow, you'll have opportunities to work on increasingly complex projects, including cloud migrations, networking, cybersecurity, Microsoft 365 administration, server infrastructure, automation, and other advanced technologies. We believe in investing in our people and promoting from within whenever possible. As an example, our current CTO started as a Help Desk technician and continued to learn, grow and excel and now is our CTO and manages our client base.

A Day in the Life

No two days are exactly the same at BKL Networks. You might start the morning helping a user regain access to their Microsoft 365 account, spend the afternoon deploying a new MacBook for a client, document a network configuration you discovered, and then head onsite to resolve a conference room issue.

One day I was driving home from a customer site and I recieved a call from a customer whose Internet is down with little or no information about what's wrong. That's where good troubleshooting skills come in. We don't expect you to have all the answers—we expect you

to approach problems methodically, ask the right questions, and use a logical process of elimination. More often than not, the solution is simpler than it first appears.

You'll work alongside experienced engineers, interact directly with clients, and continuously expand your technical knowledge while making a real difference for the businesses we support. Every day is an opportunity to learn something new.

Our Core Values

- Customer First – We treat every client with professionalism, patience, and respect.
- Continuous Learning – Technology changes every day, and we're committed to growing with it.
- Documentation Matters – If we learn something new, we document it so the entire team benefits.
- Ownership – We take responsibility for seeing issues through to resolution or a proper handoff.
- Teamwork – We help each other succeed and aren't afraid to ask questions.
- Integrity – We do the right thing, even when no one is watching.

What Makes BKL Networks Different

We believe that great IT professionals are developed, not born. We hire people with the right attitude, curiosity, and work ethic, then give them opportunities to learn from experienced engineers in real-world environments. You'll gain exposure to a wide variety of technologies, industries, and business challenges instead of supporting the same systems every day. Our goal is to build careers, not just fill positions.

How We Measure Success

- Deliver excellent customer service and create positive experiences for every client.
- Communicate clearly and professionally with clients and teammates.
- Take ownership of assigned tickets and follow through to completion. We work in a remote environment where communication and accountability are essential. We don't expect you to have every answer, but we do expect you to keep tickets moving, communicate your progress, and ask for help when needed. Staying engaged, keeping teammates informed, and following through are critical to providing exceptional service to our clients. If a ticket sits idle, our customers aren't getting the support they deserve.
- Keep accurate and useful documentation for client environments and solutions.
- Demonstrate steady technical growth and a willingness to learn. This is huge and also important for both yourself and ourselves. If you feel you are improving and growing, you will get excited about that growth and continue to lean in. We will feel thrilled we've got the right candidate!
- Collaborate effectively with the team and contribute to a positive work environment.