

Lab Technician Level I

Location: Onsite at either Mountain View, Sunnyvale, Palo Alto and/or San Jose

Pay Rate: \$25/hr

Lab Technician is responsible for managing and maintaining the physical and virtual infrastructure within the data center environment. The Technician will troubleshoot and resolve technical issues, provide support for infrastructure projects, and assist in monitoring the data center's environment to ensure optimal performance and minimal downtime.

This position is for technicians with intermediate expertise and experience in data center operations, who will support a more senior team, work autonomously with routine maintenance, and assist in advanced troubleshooting.

Key Responsibilities:

- Monitor, troubleshoot, and resolve issues related to hardware, software, and network infrastructure within the data center.
- Perform routine system checks and audits to ensure device uptime, availability, and performance.
- Maintain and manage inventory of data center hardware and supplies.
- Provide second-level support for incidents escalated from Level I technicians, including troubleshooting and resolving hardware and software issues.
- Track and document all incidents, issues, and resolutions within the incident management system.
- Assist with hardware upgrades, system migrations, and the decommissioning of obsolete equipment.
- Reliable Transportation required

Preferred Qualifications:

- Associate's or Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.
- 1-3 years of hands-on experience working in a data center environment or with IT infrastructure support.
- Knowledge of networking concepts such as TCP/IP, DNS, DHCP, VLANs, and VPNs.
- Troubleshooting and analytical skills to quickly identify and resolve technical issues.
- Ability to work independently, manage time effectively, and prioritize tasks in a fast-paced environment.
- Good written and verbal communication skills, with the ability to interact with both technical and non-technical teams.
- Detail-oriented with a commitment to maintaining high standards of performance, security, and compliance.
- Ability to lift and move heavy equipment (up to 50 lbs).
- Ability to work in a physically demanding environment, including frequent bending, lifting, and standing for long periods.