



Position: Resident Support Technician

Carolina Village, Inc. is a Life Plan Community (Continuing Care Retirement Community) that is proud to be a non-profit organization with a passion for delivering superior care for seniors within a beautiful, energetic community.

This team member will provide technical assistance to Carolina Village residents and employees. Perform troubleshooting through diagnostic techniques and pertinent questions. Direct unresolved issues to the next level of the support team.

JOB TYPE

- Full-time

SCHEDULE

- 40 Hour Week
- Typical hours are Monday – Friday 8:00am – 4:30pm.
- Schedule could be flexible for the right candidate.

LICENSURE

- High school diploma or associate degree in computer science, engineering, or related field.
- Experience with Computers, Tablets, A/V, home networking, and cellular devices.
- Any relevant industry certifications.

DUTIES/RESPONSIBILITIES

- Serve as the first point of contact for individuals seeking technical assistance. Direct unresolved issues to the next level of the support team.
- Coordinate with new Carolina Village residents to meet with them upon moving in and assisting them with technology setups. Work with vendors to ensure the department has supplies necessary to facilitate new residents moving in.
- Take time to learn new trends and best practices in your field. Participate in webinars and seek out continuing educational opportunities. Take advantage of Carolina Village's commitment to investing in you.
- All team members who work in the department cover for each other if someone is absent or overwhelmed with tasks. This means you may have to occasionally take on tasks outside the normal scope of your job.
- Experience in computer maintenance and repair.
- Experience in cellphones, home phones, and wearable devices.
- Experience in smart TVs, media players, smart speakers, and other home A/V and IOT devices.
- Excellent interpersonal and customer service skills.
- Ability to teach and have patience with people that lack technological skills.
- Proven analytical and problem-solving abilities.
- Excellent time management skills with a proven ability to meet deadlines.



- Keen attention to detail.
- Excellent verbal and written communication skills.

PHYSICAL DEMANDS

- Must be able to speak, write, read, and understand English.
- Must be able to lift 30 pounds.
- Prolonged walking, standing, bending, kneeling, reaching, twisting.
- Must be able to sit and climb stairs.
- Must have visual and hearing acuity.
- Must be able to sufficiently reposition patients and move equipment without assistance.

WORK AUTHORIZATION

- United States (Required)

SALARY

- Starting wage is \$15 per hour.

BENEFITS

- Health insurance
- Dental insurance
- Vision insurance
- Disability insurance
- Life insurance
- 403(b) Retirement plan with company match
- Paid time off
- Professional development assistance
- Tuition reimbursement

CULTURE

- Drug-Free Workplace / Tobacco-Free Workplace
- People-oriented -- supportive and fairness-focused
- Team-oriented -- cooperative and collaborative
- Detail-oriented -- quality and precision-focused.
- Stable -- traditional, stable, strong processes

TO APPLY

- Complete an application at www.carolinavillage.com/careers
- A background check, pre-employment drug screen, and TB skin test will be conducted as conditions of employment.