



SENIOR TECH SUPPORT

Description: Field Support Technician – Senior Technology Support

Position Type: Part-Time | 1099 Independent Contractor

Location: Greater Chicagoland Area (On-site, in-home and community visits required)

Company Overview

Senior Tech Support empowers older adults to confidently and safely use technology through expert, patient, and personalized support. We serve seniors, their families, and senior living communities by making technology more accessible, less intimidating, and genuinely useful in everyday life. Our services go beyond fixing problems—we build trust, confidence, and long-term independence for our clients. Every interaction is rooted in compassion, respect, and clarity.

Position Overview

As a Field Support Technician, you will act as a trusted, in-home technology professional for older adults and small businesses. You'll provide in-person support in private homes and community settings. This role requires technical competency, emotional intelligence, and the ability to communicate clearly with clients of all skill levels. You must be self-directed, professional, and compassionate.

**This is a 1099 independent contractor position scheduled on an as-needed basis.*

Key Responsibilities

Client Support & Education

- Deliver one-on-one tech support for older adults in their homes or in community spaces.
- Offer clear, non-technical explanations to empower clients to use technology independently.
- Adjust instructions to each client's learning style, pace, and goals.

Troubleshooting & Setup

- Support common devices: smartphones, tablets, laptops (Windows/Mac), printers, smart TVs, streaming devices, wearables, and smart home/IoT systems.
- Diagnose and fix issues with:
 - Wi-Fi networks and routers
 - Email setup, syncing, and troubleshooting
 - Device configuration, backups, and data transfers
 - Smart TVs, streaming devices, and wireless peripherals
 - App installation, updates, and navigation
- Perform PC imaging, OS configuration, malware/spyware removal, and antivirus installation.
- Install and configure smart home products including doorbells, cameras, hubs, and basic automation.

Safety, Privacy & Trust

- Educate clients on online safety, scams, password hygiene, and digital privacy.
- Handle sensitive data (logins, account info, billing) with complete confidentiality.
- Follow Senior Tech Support protocols for in-home etiquette and data handling.

Documentation & Communication

- Accurately log job details, outcomes, time worked, and client feedback in our CRM.
- Maintain clear service notes for follow-up or team support.
- Escalate unusual tech issues or client concerns when necessary.



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Professional Conduct

- Maintain a clean, professional appearance and respectful in-home demeanor.
- Represent Senior Tech Support with reliability, empathy, and integrity.
- Work independently in unsupervised environments and communicate proactively with the team.

Required Qualifications

- High school diploma or equivalent.
- Minimum 2 years of hands-on experience in tech support or IT services.
- In-depth knowledge of:
 - Apple & Microsoft ecosystems
 - iOS, Android, Windows OS
 - Smart home devices and automation tools
 - Wi-Fi, routers, mesh networks, and networking principles
- Experience with:
 - Email configuration (Outlook, Mail, Gmail)
 - Device setup, imaging, hardware upgrades, and diagnostics
 - Streaming devices (Roku, Fire Stick, etc.) and peripherals
 - Virus/malware detection and removal tools
- Strong communication skills: able to teach, not just fix.
- Patient, empathetic, and passionate about working with older adults.
- Must be able to lift 25 lbs, climb ladders, and work at heights.
- Must have general knowledge of basic construction and electrical principles.

Additional Requirements

- Valid driver's license and reliable transportation.
- Must provide your own tools and maintain your own vehicle.
- Must be comfortable traveling throughout Chicagoland.
- Must pass a background check and provide professional references.

Independent Contractor Terms

- This is a 1099 position. No benefits are provided.
- Contractors are responsible for taxes, insurance, and equipment.
- Work is assigned based on availability and demand.
- Hourly pay: \$35–\$40/hour for on-site billable hours.

Why Join Senior Tech Support

- Make a meaningful impact in the lives of older adults and their families.
- Be part of a mission-driven, trusted brand.
- Work with a growing company committed to service excellence.
- Enjoy flexible scheduling and professional autonomy.
- Expand your skills in tech, teaching, and relationship-building.