

Helpdesk & Field Technician – IT Support (Dental IT)

Location: Richfield, OH (In-Office, with Onsite Travel to Client Locations)

Company: DMA Tech Solutions

About Us:

DMA Tech Solutions is a leading provider of **IT services for dental practices**, specializing in **managed IT, cybersecurity, and technology consulting**. We help dental offices stay secure, efficient, and productive by providing expert IT support and solutions tailored to their unique needs.

Position Overview:

We are looking for a **Helpdesk & Field Technician** to join our team **full-time in our Richfield, OH office**. This role is ideal for both **entry-level candidates eager to break into IT** and **experienced IT professionals looking to advance their careers in a specialized industry**.

You'll spend most of your time **providing remote IT support from our office (80%)** and occasionally **traveling onsite to client locations (~20%)** for hands-on assistance. If you have a **strong problem-solving mindset, great communication skills, and a passion for technology**, we'd love to hear from you!

Key Responsibilities:

In-Office Helpdesk Support (80%)

- **Provide remote IT support** to dental practices, assisting with computers, networks, and software issues.
- Learn and support **dental-specific software** (we will train entry-level candidates!) such as Dentrix, Eaglesoft, Open Dental, and Dexis.
- Troubleshoot **network issues, printer problems, and software errors**.
- Document and track support tickets, ensuring quick and efficient resolutions.
- Assist in setting up and configuring **computers, servers, and peripherals** for clients.
- Learn and implement **cybersecurity best practices** to protect client data.

Onsite Client Support (20%)

- Travel to client offices for **hardware installations, troubleshooting, and IT support.**
- Set up and configure **computers, servers, networks, and dental imaging equipment.**
- Assist with IT audits and help clients optimize their technology infrastructure.
- Provide **friendly, results-focused technical support** in person.

What We're Looking For:

Entry-Level Candidates:

- **No prior IT experience required** – just a strong **ability to learn, great problem-solving skills, and excellent communication.**
- Strong **technical aptitude** and a passion for IT.
- Ability to **troubleshoot** and figure things out logically.
- **Great customer service skills** – You enjoy working with people and explaining technical issues in a clear, friendly way.

Experienced IT Candidates:

- **2+ years of IT support experience** (preferably in managed services or healthcare IT).
- Strong knowledge of **Windows environments, Active Directory, Group Policy, and Microsoft 365 administration.**
- Experience with **dental software (Dentrix, Eaglesoft, Open Dental, Dexis, Apteryx)** is a **plus.**
- Familiarity with **networking (firewalls, switches, VPNs, wireless networks).**
- **Project experience** with IT installations and troubleshooting is a bonus.

Additional Requirements:

- **Strong people skills** – You can explain IT concepts in a way that non-technical users understand.
- **Excellent troubleshooting mindset** – You enjoy analyzing problems and finding solutions.
- **Organized and detail-oriented** – You document work properly and stay on top of tasks.

- **Reliable and professional** – You show up on time, communicate well, and take pride in your work.
- **Valid driver's license** – Willingness to travel locally for onsite client visits.

What We Offer:

Paid training & mentorship for entry-level candidates.

Competitive salary based on experience.

Career growth opportunities within a growing company.

Hands-on experience with IT systems, networking, and cybersecurity.

Exposure to cutting-edge technology in the dental industry.

A fun, supportive team that values your growth and success.

How to Apply:

If you're excited about a **career in IT**, love **problem-solving and helping people**, and want to work with **technology that makes a difference**, we want to hear from you!

Apply today by sending your resume and a brief introduction to **careers@dmatechsolutions.com**