

Independent Field IT Professional – RENT-ITS

Location: Statewide – Maine

Reports To: Lead Field Technician

Position Overview

The Independent Field IT Professional provides on-demand, on-site technical support and IT services for RENT-ITS clients across Maine. This independent contractor role is responsible for delivering high-quality network, hardware, and systems support under the guidance of the Lead Field Technician and company leadership. Professionals in this position operate with autonomy and professionalism, ensuring consistent service quality while representing RENT-ITS in the field.

Key Duties and Responsibilities

- Perform on-site troubleshooting, installation, and repair of IT and networking systems at client locations.
- Deliver professional, client-focused service while maintaining RENT-ITS quality standards.
- Coordinate with the Lead Field Technician and Client Relations team regarding service updates, project timelines, and client needs.
- Document completed work accurately using RENT-ITS service systems or approved reporting methods.
- Ensure confidentiality and data protection policies are upheld during all service interactions.
- Provide prompt and professional communication with clients, vendors, and the RENT-ITS coordination team.
- Maintain personal tools, equipment, and transportation necessary for on-site service delivery.
- Represent RENT-ITS with professionalism, integrity, and accountability at every assignment.

Preferred Skills and Qualifications

- Strong technical knowledge in networking, workstations, and common business IT systems.
- Experience performing field service or technical support independently.
- Excellent communication and client service skills.
- Ability to manage scheduling, logistics, and documentation with minimal supervision.
- Valid driver's license and reliable transportation required.
- CompTIA, Cisco, Fortinet, or similar certifications preferred.
- Must be eligible to work as an independent contractor (1099).