



IT Technical Support (Remote)

At WhiteWater Express, we are more than just a car wash; we are a company built on respect, communication, and a passion for people. Our dedicated team members are leaders within the company, and we believe that personal growth is the key to our organizational success. If you are a self-starter, motivated, and ready to take on new challenges, we want you to succeed with us, as a part of a rapidly growing business.

Position Overview

WhiteWater Express Car Wash is seeking a proactive and technically skilled IT Remote Technical Support professional to join our growing team. This role supports the operational technology used across our car wash locations, ensuring consistent system performance through remote troubleshooting, as well as occasional on-site assistance for hardware and network-related issues.

Key Responsibilities

- **Remote Support:** Provide timely remote technical assistance to field teams and site managers for hardware, software, and network-related issues. Remote system support includes Point-of-Sale and Tunnel Control Systems (DRB Systems and ICS Washconnect), Windows 10 PCs and usb peripherals, various Camera Systems including the NVR and camera wiring/mounting, Magnetic Gate hardware and in ground loops and any low voltage wiring.
- **Incident Response:** Monitor support tickets and respond to IT incidents, ensuring minimal disruption to operations.
- **System Maintenance:** Assist in the configuration, update, and maintenance of POS systems, network equipment, and other technology assets.
- **In-Field Support:** Travel to car wash locations on an as-needed basis to perform diagnostics, hardware installations, or hands-on technical support when issues cannot be resolved remotely.
- **Networking:** Support basic IT networking tasks, including setting up and troubleshooting routers, switches, modems, and wireless systems.
- **Collaboration:** Work cross-functionally with operations and facilities teams to support technology rollouts and upgrades.
- **Documentation:** Accurately document all service activities, troubleshooting steps, and resolution outcomes.
- Performs timely submission of billing requirements with all associated reporting.
- Supply/Inventory management.
- Tracks and reports on key account activity to ensure proper billing

- Problem resolution and escalation.

Qualifications

- Associate's degree or equivalent work experience in Information Technology or a related field.
- 2+ years of experience in technical support, helpdesk, or IT service roles.
- Experience with car wash systems or DRB Systems point-of-sale is a strong plus.
- Fast learner and tech-savvy.
- Competent people skills with the ability to interact with all levels of management within multiple locations.
- Demonstrated ability to operate effectively in a remote work environment.
- Familiarity with remote support tools and ticketing systems.
- Basic understanding of networking concepts (IP addressing, switches, Wi-Fi setup).
- Experience with POS systems or retail IT hardware preferred.
- Strong communication and interpersonal skills with ability to troubleshoot and guide others through troubleshooting remotely via the phone.
- Ability to maintain composure in high-stress situations.
- Ability to work independently and prioritize tasks effectively.
- Customer-focused mindset with a problem-solving approach.
- Valid driver's license and reliable transportation for occasional site visits.
- Willingness to travel within Ohio/Kentucky as needed.
- Availability to work flexible hours, including after-hours support if required.

Benefits

- Competitive Compensation in Base and Bonus Potential
- Comprehensive Health Benefits (Medical, Dental & Vision)
- Paid Time Off in addition to Company Paid Holidays
- 401(k) Retirement Plan with Company Match
- Company-Paid Life Insurance
- Pathways to Advancement
- Mileage reimbursement for in-field support
- Free Weekly Car Washes

Our employees are our most valuable asset. We only employ the best people in the service industry who embrace new challenges with enthusiasm. If you are looking for professional development with advancement opportunities in a fast-growing organization, come join our Team!