



TITLE: Information Technology Support Specialist

CLASSIFICATION: Full Time, Non-Exempt

SUMMARY:

The Technical Support Specialist provides system/network operations leadership, administration, support and analysis of all systems/networks/workstations. Supports the IT system/network users employing a high degree of customer service, technical expertise and timeliness. Uses a high degree of patience, prioritization and problem management techniques. Has frequent interactions with internal customers and vendors and uses effective interpersonal communications and problem solving. Follows through on problem resolution and communicates resolution to the end user.

The Technical Support Specialist's role is to ensure proper computer operations so that end users can accomplish organizational tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostics and help request tracking tools, as well as require that the individual give hands-on help at the desktop level.

REQUIRED QUALIFICATIONS:

Education: 2 year Associate Degree in Computer Information Systems.

Experience: 2+ years work experience in a related position.

Physical Abilities: able to use various technology equipment, frequently stand/sit, walk/climb, bend/stoop and lift/carry up to 50lbs to install equipment.

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Field incoming help requests from end users via both telephone and work orders in a courteous manner.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.

- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and knowledge base articles for end users.
- Perform related duties consistent with the scope and intent of the position.
- Contributes to team effort by accomplishing related results as needed.

Intermediate Level (all above plus)

- Performs with a higher level of independence and responsibility than Entry Level

Senior Level (all above plus)

- May provide technical supervision to lower level technicians
- Assists in the selection of systems/network hardware/devices for application projects.
- Assists in evaluation of system/network hardware resource requirements for application projects.
- Contributes to the development of departmental/Service standards, procedures, methodologies and associated plans.
- Focuses activities toward satisfying user needs/requirements.
- Works on performance problems, upgrades, design reviews and application setup/implementation.
- Develops relationships with professional organizations, peer groups and industry trade groups to stay current with technology; attends conferences.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Knowledge of basic computer hardware.
- Experience with desktop operating systems including Windows 7, Ubuntu, Linux, and Mac OS X
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities.
- Understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.
- Conduct research into a wide range of computing issues as required.
- Absorb and retain information quickly.
- Present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Follow common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Deal with problems involving several concrete variables in standardized situations.

General:

- Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours) to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.
- Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follows company policies and procedures.
- Perform other duties as required.

This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.

If interested in this position, please submit resume and cover letter to: jobs@myservion.com