

Support Engineer

Team:	Support Services	Work Location:	Amarillo, Tx
Reports To:	Support Engineer – Team Lead	Employment Type:	FT Exempt
Positions Supervised:		Work Schedule:	Typically: M-F 7:45a – 5p; after hours may be needed (scheduled on call rotation)
Travel Required:	<5%	Total Compensation:	Salary = experience

Position Summary / Essence of the Role:

The essence of the Support Engineer is to exceed customers expectations while resolving reactive support tickets. Although “fixing problems” is a key component, the essence is more about managing the customer’s expectations. This role is the front lines and “face” of runbiz. The Support Engineer will interact with customers and touch every piece of technology that we support. Because of that, this role is a critical and important role at runbiz. **To achieve excellence, the Support Engineer will need to be passionate about communicating with customers and solving technical issues. They should be motivated by the fact that the customer is happy with the resolved issue. The Support Engineer should take pride that the customer would want to call and speak to them to help solve their issue.**

Essential Roles and Responsibilities:

- Solve more complex reactive support ticket issues
- Set expectations on each ticket & document all tasks in the ticket
- Quickly resolve reactive service issues
- Recommend best practices / automation
- Maintain/update documentation in our documentation library
- Escalate tickets to appropriate resources when necessary

Expected Outcomes:

When the essence of the role is understood, and the roles and responsibilities are performed with discipline the outcomes below will be expected.

Success in this role will be measured by the following:

- Customers value the support experience; they positively rate their experience.
- Exceeding the goals set forth in the runbiz World Class Dashboard
- Fewer than 10% of tickets escalated
- The Support Engineer is growing in both technical knowledge and business acumen
- Customer's expectations are consistently managed in the support process, and issues are resolved quickly (resolution time)

Qualifications and Requirements:

- Understand the essence of the role
- Get It, Want It and Have the Capacity to Do this job
- Live by runbiz core values:
 - Kindness – caring, respectful & patient
 - Integrity – honest, dependable and doing the right thing
 - Excellence – learning, improving and exceeding expectations
 - Servant Heart – humble, helpful, and positive
 - Teamwork – team players, playing to win
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
- Must enjoy working with customers
- Business Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Communication, Oral - Speaks clearly and persuasively; listens and gets clarification; responds well to questions; participates in meetings.
- Communication, Written - Ability to communicate in writing clearly and concisely; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively.

Education:

- Bachelor's Degree preferred, Field of Study: IT or related technical field

Experience:

- 2 years previous experience in a reactive support technician/engineer role

Certifications & Licenses:

- IT industry certifications are preferred, specifically Microsoft

Skills:

- PC troubleshooting (applications, connectivity, printing)
- Proficient with Microsoft Office (Word, Excel, PowerPoint)
- Understanding of popular e-mail systems (Office 365, Gmail)
- Basic knowledge of technology infrastructure, networks, connectivity, security, and common business software applications

Physical Requirements:

- Must be able to read, comprehend, type and speak English clearly on the phone
- Prolonged periods of sitting at a desk and working on a computer
- Ability to type 50+ words per minute



- Some lifting of PC and server equipment
- Ability to maintain regular, punctual attendance.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. This is not a comprehensive list. Duties, responsibilities, and activities may change due to business demands. New ones may be assigned at any time, with or without notice.

Employee Signature_____

Supervisor Signature_____

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