

## Support Technician

<b>Team:</b>	Support Services	<b>Work Location:</b>	Amarillo, Tx
<b>Reports To:</b>	Support Engineer – Team Lead	<b>Employment Type:</b>	FT Exempt
<b>Positions Supervised:</b>	N/A	<b>Work Schedule:</b>	M-F 8 am – 5 pm; after hours may be needed (scheduled on call rotation)
<b>Travel Required:</b>	<10%	<b>Total Compensation:</b>	Salary = experience

### Position Summary / Essence of the Role:

The essence of the Support Technician is to make clients happy. Although “fixing problems” is a key component, the essence is more about managing the client’s expectations. This role is the front lines and “face” of runbiz. Support Technicians will interact with every client and touch every piece of technology. Because of that, the Support Technician is a critical and important role at runbiz. **To achieve excellence in this role, the Support Technician will need to be passionate about communication with clients and solving technical issues. They should be motivated by the fact that the customer is happy with the resolved issue along with the appropriate communications and expectations. The Support Technician should take pride that the customer would want to call and speak to them to help solve their issue.**

The Support Technician also has the responsibility of identifying patterns and issues in our process and delivery. They should put forth ideas to resolve recurring issues. The Support Technician is also critical in maintaining the appropriate documentation. While being the front-lines of runbiz, the Support Technician should have a close ear to what is happening at each client, and provide feedback to other service delivery areas about changes, concerns, and wins.

### Essential Roles and Responsibilities:

- Quickly set expectations on each ticket
- Quickly resolve reactive service issues
- Recommend best practices / automation
- Document all tasks in the ticket
- 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:

- Clients value the support experience; they positively rate their experience.
- Exceeding the goals set forth in the runbiz Worldclass Dashboard
- Fewer than 10% of tickets escalated
- The Support Technician is growing in both technical knowledge and business acumen
- Client'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 technical 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\_\_\_\_\_ (electronic on Greenshades)

Supervisor Signature\_\_\_\_\_ (electronic on Greenshades)

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