

## SUPPORT TECHNICIAN

**Work Location:** Amarillo, Texas

**Reports to:** Support Services Manager

**Type/Dept:** Full Time IT

**Pay:** Commensurate with experience

### **Job Overview:**

Technology never stops changing, so we look for more than just experience, we want the best employees with technical aptitudes and great attitudes. Candidates will have the aptitude to learn technical skills quickly and must enjoy sharing their skills by helping others. This position is responsible for attaining maximum utilization of all support services and providing sufficient solutions for over 250 clients.

### **Essential Duties and Responsibilities:**

The Support Technician position is a key contributor in the success of exceeding our customer's expectations and helping get the most from their computer systems. This is achieved by proper follow thru, proper installation completing service requests, and aiding in the client's experience.

- Provide service and customer support during field visits or dispatches
- Provide technical support for Microsoft's core business applications and operating systems
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Take support requests that are triaged by Service Coordinator and provide solutions in a timely manner
- Receive remote monitoring and management system alerts and notifications and respond accordingly through service tickets
- Communicate with customers as required; keeping them informed of incident progress, notifying them of impending changes or agreed outages.
- Deliver fast turnaround of customer requests
- Ability to work in a team and communicate effectively
- Escalate service requests that require engineer level support

### **Knowledge, Skills, and/or Abilities Required:**

- 2+ years of experience providing telephone and remote technical support troubleshooting hardware and software including: PC's, laptops, servers, printers and LAN/WAN

- Experience with the Microsoft family of software solutions including Windows 7, Windows 8, Windows 10, and Server OS's as well as the Office Suite line of applications
- Experience troubleshooting Mac OSX preferred
- Experience handling concurrent or high volumes of requests
- Adequate technical troubleshooting skills to support operating systems, business applications, printing systems, and network systems
- Strong oral, written communication, and interpersonal skills
- Ability to adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment

#### **Physical Requirements:**

- Employee is expected to work his or her 9-hour shift (with 1-hour lunch) and will be on-call after hours on a monthly rotation basis.
- Some light lifting of PC and Server equipment
- Must be able to talk, listen and speak English clearly on the telephone

#### **Expected Outcomes:**

- Improve customer service, perception, and satisfaction
- Quickly respond to customer requests
- Ability to work in a team and communicate effectively
- Ensure details in assigned service tickets
- Success in the Support Technician position will be based on your ability to meet or exceed our client's expectations in ensuring their incidents are completed to their satisfaction
- This position will be graded on the thoroughness of the information the Service Coordinator receives from the client.

#### **Educational/Vocational/Previous Experience Recommendations:**

- Ability to type 60+ WPM (words per minute)
- 2+ years of technical support experience

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.

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

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

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