

JOB DESCRIPTION

JOB TITLE: Support Technician

DEPARTMENT: Technical Services of South Sound 911

REPORTS TO: Technical Support Supervisor

EEO category 3

SUMMARY:

As part of the South Sound 911 Technical Services Department, and under the direction of the Technical Support Supervisor, this technical, analytical and customer-oriented position resolves questions, provides assistance and troubleshoots complex computer and application problems and assists with on-going maintenance efforts and security of computers.

ESSENTIAL FUNCTIONS:

Demonstrate working knowledge of current technology to support various platforms and applications
Demonstrate excellent customer service skills, providing solutions, proper follow-up, and status updates.
Ability to remain organized while performing multiple tasks
Able to follow direction from management and Senior Analysts
Analyze complex hardware and software problems to determine the most appropriate solution
Perform and document technical troubleshooting from a variety of sources -- phone, email etc.
Identify, resolve and/or escalate issues requiring urgent or immediate attention
Adhere to Incident Management and Service Desk processes and procedures
Be a self-motivated achiever who gains satisfaction from providing excellent customer service
Work appropriately with confidential material and information.
Ability to work in a diverse team environment

QUALIFICATIONS:

2+ years Helpdesk or Service Desk experience in a professional environment
2+ years performing IT troubleshooting
Associate's degree in Information Technology or related field, or a minimum of 2 years of progressively responsible professional computer support experience in a computer support environment.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English Language
Understand and follow written and verbal instructions.
Understand and interpret complex rules and procedures.
Knowledge of all service desk processes
Collaborate with team members and other support teams to resolve incidents and technical issues
Serve as first point of contact in all computer hardware, software and telecommunications incidents and requests.
Knowledge of Support Ticketing application to respond to staff help request and service
Understanding Wireless Networking, VPN, SMS, Remote Desktop
Skilled in Mobile Device Troubleshooting
Proficiency with Exchange Administrator
Proficiency with Active Directory
Excellent customer service, in a fast pace and challenging environment
Read, interpret, explain, apply and follow applicable policies and procedures
The ability to create a professional conducive work environment in the event of a schedule or unscheduled Major Event
Excellent Verbal and Written communication skills
Follow safety rules and regulations

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

MCP certification
A+ certification
Proficiency and knowledge of Windows 7, Windows 10, Android OS,
Proficiency in OFFICE 2010-2016

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Office environment is a 40-hour work week. Service Desk hours are 6:00 a.m. – 10:00 p.m. CST; rotating on-call schedule covers weekends and after-hours. Subject to traveling to different locations to conduct work.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: _____

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