Job Title: Service Technician II

Department: Managed Services/Help Desk   **Pay Grade Level: 3**

GENERAL SUMMARY:

The Service Desk Technician II is responsible for handling first level support and escalations of service requests and extensive monitoring and management of RMM Tool (Automate). This relates to all technology, including: workstations, servers, printers, networks, firewalls, managed services provided and vendor specific hardware/software.

Essential Duties and Responsibilities:

- **RMM Management:** Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets. (Roughly 30-40% of work week)
- **Handle incoming Help Desk Tickets** from Business Clients that need IT Support relating to basic and intermediate technical issues involving Microsoft's core business applications and operating systems. (Roughly 30-40% of work week)
- **Visit Business Clients** on site to complete IT ticket work that cannot be handled remotely. (Roughly 10-20% of work week)
- Basic and intermediate technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security, connectivity issues
- Remote access solution implementation and support: VPN, Terminal Services, and SonicWall NetExtender
- Perform quality documentation on individual tickets and contribute to the greater team by documenting necessary processes for the group.
- Able to work independently to find solutions, handle first level escalations and exhibit good judgement to escalate further when warranted to ensure high level of service is provided to client.
- Communication internally and with customers as required: keeping appropriate people informed of incident progress, notifying them of impending changes or agreed outages, monitoring progress on open assigned tickets, ensuring tickets are completed and closed in a timely and quality manner, escalating tickets as needed

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction
- Fast turnaround of customer requests by working with a sense of urgency
- Ability to work in a team and communicate effectively
- Ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
- Escalate service requests that require engineer support
- Provide back-up to Dispatcher / Systems Engineer
- Responsible for entering time and expenses as it occurs and in a quality manner
- Complete all training required to maintain and improve skill set, including any certifications and trainings required by our vendors (Intronis, Datto, ConnectWise, Dell, SonicWall, and Trend Micro as examples)
- Approximately 70-90% of work done in office, 10-30% on site at client location (travel typically within 25 miles of home office, however, some days may be further) Mileage reimbursed.
- Other duties and responsibilities as assigned by Manager

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Advanced understanding of operating systems, business applications, printing systems, and network systems
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Working knowledge of IP routing, subnets, DNS, DHCP
- Ability to multi-task and 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
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment
- 1-2 on call weeks per month required (norm is one week)
- High School diploma/GED required, some college and/or degree preferred
- Reliable transportation, valid driver's license and professional image required
- Minimum of 3 years relevant work experience preferred.
- Fluent in our products and services to recommend to our clients
- Microsoft/networking certifications preferred.
- Other vendor certifications preferred (Dell SonicWall, Cisco)

Preference given for:

- Experience with ConnectWise (or similar) ticketing system a plus.
- Degree in related field such as Computer Science desired but not required.
- Industry certifications preferred:
    - - CompTIA A+, Networking
    - – MCP/ MCSA/MCSE
- Prior experience communicating with Remote Management and Monitoring tools and Network Operating Centers along with the Client End User.

Job Types: Full-time, Part-time

Hourly Position (non-exempt): $21.63-$25.31 (mid-point) to start