

Job Title: Service Technician
Reports to: Team Supervisor

Compensation: Commensurate with experience
Department: Service and Support

Job Description:

The Service Technician is responsible for providing daily technical assistance to clients in a professional and friendly manner.

Basic Functions

- Provide friendly, professional customer service to clients
- Quickly troubleshoot and resolve technical issues in a ticket queue
- Support for client computer networks including business related technologies including Windows operating systems, Office 365, Remote Access usage, VOIP, mobile devices, etc.
- Perform routine maintenance on PCs and peripherals
- Support disaster recovery backup solutions.
- Escalate tickets as needed
- Communication with clients as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.
- Work with vendors/partners as needed to resolve client issues.

LEVEL II and III

- Resolve escalated tickets or escalate as needed
- Provide detailed documentation and explain resolutions for escalated issues

Additional Duties and Responsibilities:

- Maintain high level of client satisfaction.
- Work in a team and communicate effectively.
- Escalate service issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Regularly document processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Work through a daily schedule in ConnectWise that has been established through the dispatch process.
- Enter all work as service tickets in ConnectWise.
- Maintain certifications required for position

Qualifications:

- Ability to setup computers and peripherals
- Basic routing and switching concepts
- Comfortable with troubleshooting LAN and WAN technologies
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Comfortably handle technical issues.
- Ability to multi-task and adapt to changes quickly.
- Ability to de-escalate situations

- 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.
- ** Position levels determined by progress in CorCystems Tracks To Success chart

Educational/Vocational/Previous Experience Recommendations:

- BA/BS, preferably in computer science or a related field.
- 1+ year of customer service 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.