Job Description

Title:

Computer / Network Support Specialist

Skills:

Ability to support and troubleshoot computers, network equipment, and servers. Troubleshooting and documentation skills, ability to learn new systems and technology, and ability to communicate with personnel effectively.

Last revised:

7/1/2020

Pay rate:

Depends on experience (overtime rate applies above 40 hours worked per week)

Average weekly hours:

45 hours

Job description:

The computer/network technician is responsible for being the primary technical resource for customers technical needs. The computer/network technician works directly with businesses to address technical needs including repairing most common computer/network issues, installing new computer/network equipment, monitoring computer/network health, proposing system upgrades, and looking out for the best technical interests of the customer.

This includes, but is not limited to, on-site service calls, answering technical phone calls, answering e-mails, working new and existing tickets, and responding to monitoring alerts. Some after-hours time is necessary to finish up remote support sessions, complete on-site projects in a timely fashion, and conduct after-hours maintenance. Routine on-site work will also be necessary.

RESPONSIBILITIES:

- Provide remote and/or onsite support for desktop environments including troubleshooting of PC/Mac laptops, desktop hardware, and related applications and peripherals
- Provide remote and/or onsite support of end users and assist them with any technical issues they may have
- Provide intermediate level network troubleshooting
- Provide intermediate level server troubleshooting
- Monitor server & network monitoring system for alerts
- Primary contact for network and server issues
- Periods of 24x7 "on call" for emergency issues (approximately one week per month)
- Log and track trouble tickets using help desk application

- Performing software/hardware installations, troubleshooting, and maintenance of small business servers, computers, switches, firewalls, and other network peripherals
- Maintain scheduled and non-scheduled system backup and recovery processes
- Administration of production systems
- Documentation of all work, system passwords, and system configuration changes
- Pickup and delivery of computer equipment
- Other duties as assigned

REQUIREMENTS:
- Minimum of 3-4 years working in a computer services/technical support role
- Server and network certifications are preferred but not required
- Working knowledge of switches, routers, firewalls
- Ability to document issues and problem resolutions in accordance with company policies
- Ability to follow written documentation step by step when setting up new systems or modifying existing systems
- Aptitude to learn new systems and new technology
- Excellent written and verbal communication skills with the ability to communicate with all levels of personnel
- Flexible meal breaks
- Valid driver's license with no substantial driving infractions
- Ability to stay on phone calls or support sessions until their completion
  - May include non-stop hours on the phone
  - May include staying up to an hour after normal end of day

EXPERIENCE:

- Substantial desktop troubleshooting, repair, and malware extraction knowledge
- Substantial experience supporting Windows desktop operating systems (Windows 7 through Windows 10)
- Background in desktop & server support
- Intermediate experience with Windows based servers
- Intermediate experience with Active Directory and Windows Group Policy
- Intermediate experience administering Exchange 2007-2019 and Office 365
- Intermediate firewall, switch, and wireless knowledge
- Basic experience with Linux, Unix, BSD and similar Unix style systems