

Job Description – IT Support Technician

Title

IT Support Technician

Description

The IT Support Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. Problem resolution will also involve assisting with AudioAssessor client end-user support.

Responsibilities

Strategy & Planning

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Alert management to emerging trends in incidents.

Acquisition & Deployment

- Assist in software releases and roll-outs and communication to the end users.

Operational Management

- Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from end users.
- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, printer management, hard drive imaging, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.
- Reinforce AudioAssessor SLAs to manage client end-user expectations.

Position Requirements

Formal Education & Certification

- College diploma or university degree in the field of computer science and/or 2 years equivalent work experience.

Knowledge & Experience

- Knowledge of basic computer hardware.
- Experience with desktop systems, including Windows XP, Vista, 7.
- Application support experience with Microsoft Outlook, Word, Excel, PowerPoint, and Adobe Acrobat.
- Familiarity with the fundamental principles of Open Systems Interconnection model (OSI).
- Familiarity with FTP.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Fluent English language skills.

Personal Attributes

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- 40-hour on-site work week.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Some travel (couple times a year).
- Valid Driver's license.