

Technical Support Specialist

Support Technician will play a key role in providing Tier 1 & 2 support for enterprise technology infrastructure, including workstations, basic network and telephony systems, and conference room audio-visual systems, etc. This individual will effectively interface with staff and/or third parties to understand the and diagnose issues; and follow best practices to isolate and effectively resolve them. This individual will work within a collaborative team of technicians to solve problems creatively and timely, with the ability to escalate issues to senior technical staff as needed. This individual will report to the Senior Technical Specialist.

Responsibilities:

- Provide technical support for all levels of staff and end-users.
- Interact with users via phone, e-mail, IM/chat, and social tools, in the effort to resolve issues in the most efficient manner.
- Work within a centralized ticketing system to respond to users and document pathways to resolution.
- Provide support for network systems, including device registrations and wireless access credentials.
- Provide support for VOIP telephone systems, including handsets and conference room phones.
- Provide support for audio-visual systems, including audio distribution, conference room and presentation systems.
- Provide support for both Mac and PC users, including extensive support of Microsoft Applications.
- Monitor and prioritize incidents and tickets.
- Escalate and/or work in tandem with appropriate people from within and outside the organization on unresolved issues.
- Utilize/mobilize all third-party/partner technical resources to solve problems where necessary.
- Participate in service improvement processes and work closely with Service Delivery group on improving services and reducing incidents.
- Maintain call records, notes and logs; and record resolution detail utilizing case management solution.
- Install and configure workstation, telephony, video, and mobile hardware/software as required.
- Maintain asset database of deployed assets and record all additions.
- Communicate and provide guidance and knowledge transfer to other resources within the organization on issues/problems and resolution.

Key Requirements:

- Excellent communication, documentation, and customer service skills.
- Ability to work effectively both individually and as part of a team.
- 3+ years of experience providing IT support, including Windows, Mac, and mobile devices.
- Advanced competency in Microsoft applications including Word, Excel, and Outlook.
- Experience in cloud-hosted solutions such as Office 365, Azure AD, Salesforce, Dropbox, Sharepoint.
- Excellent understanding of basic network infrastructure, including routers, switches, firewalls, and access points.
- Familiarity with AWS and remote servers.
- Basic understanding of network protocols.
- Familiarity with IT policies.
- Bachelor's degree in any IT or related discipline preferred.