



# Technical Support Specialist

Position Information

---

Code/ID: Not Entered

Grade:

Department: Information Technology

8

Job Classification: Exempt

EEOC Category: Professionals

Asset Size: 2023 \$400M-\$600M

## Role

Support IT team and end users by providing first level support to PC's, printers and applications used in the corporate network. Manage problems and escalate issues when appropriate. Provides additional support as needed.

## Major Duties and Responsibilities

WEIGHT	DESCRIPTION	ESSENTIAL
25%	Oversees the overall network, including desktop peripherals, PC's and any updates to hardware and software as needed.	✓
25%	Provides end user support for software applications, hardware and peripheral devices by working with internal and external resources to resolve Desktop issues.	✓
20%	Utilize tools and other remote technologies to deploy, monitor and debug desktop applications through-out the company's Wide Area Network	✓
20%	Responsible for documenting procedures in order for team members to use as a guideline.	✓
10%	Assists with IP Telephony phone configuration and deployment.	✓
—	Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.	✓

## Knowledge and Skills

### EXPERIENCE

Working knowledge relating to Windows Operating System, Microsoft Office and Industry specific applications. Basic knowledge of PC hardware and TCP/IP software and hardware. Troubleshooting skills are required.

### EDUCATION/CERTIFICATIONS/LICENSES

A two-year college degree or completion of a specialized course of study at a business or trade school.

### INTERPERSONAL SKILLS

A significant level of trust and diplomacy is required to be an effective subject matter expert in the position. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors of a sensitive and/or highly confidential nature is a normal part of the day-to-day experience.

Communications can involve motivating, influencing, educating and/or advising others on matters of significance.

**OTHER SKILLS**

May be required to work outside of scheduled hours to respond to technical issues. A basic understanding of server operating systems, server hardware and network administration are essential. (On Call)

## **ADA Requirements**

**PHYSICAL REQUIREMENTS**

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

**WORKING CONDITIONS**

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

**MENTAL AND/OR EMOTIONAL REQUIREMENTS**

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters. Must be able to complete complex mathematical calculations and spell accurately.