



**Job Title: Service Technician II**

**Department:** Managed Services/Help Desk

**Pay Grade Level: 4**

### **General Summary:**

The Service Desk Technician II is responsible for handling service tickets (T1 and T2) and escalations of service requests from Tier 1. The Service Technician II performs extensive monitoring, maintenance and management of tools and applications in use by our business or within our client's environment. Examples include (but is not limited to): RMM (Automate), Network Devices (Firewall, Switch, AP's), Servers, Printers, BDR, Workstations and a variety of business applications.

### **Essential Duties and Responsibilities:**

**RMM Management:** Monitor, Manage, create and execute scripts, recommend improvements.

**Experienced Ticket Management:** quality documentation of tickets and time spent resolving issues. Will handle Tier I and Tier II tickets routinely. Works tickets as assigned by Service Dispatcher.

**Visit Business Clients:** On site visits that cannot be done remotely. (Routine, Project Work, Troubleshooting Tickets, Quarterly Client Site Reviews). May encompass 50-60% of work week onsite.

**Intermediate Skill Level in the following Technologies:** technical support at the network level: WAN and LAN connectivity, routers, firewalls, security, connectivity troubleshooting. Network cable drops, end punch downs and management of server rack \ cabling.

**Intermediate Experience Levels Expected:** DNS (External and Internal), DHCP, IP Routing, M365 Management, MFA implementations, SSL Certificate Renewals, Microsoft Hyper-V, and maintenance in a variety of environments.

**Remote access solution implementation and support:** VPN, Terminal Services, and SonicWall NetExtender.

**Active Directory:** prior experience managing Active Directory (beyond creating/deleting users) this will require advanced knowledge with Attribute editing, domain maintenance and migrating to new hosts.

### **Additional Duties and Responsibilities:**

- Expected to handle Tier 1 and Tier 2 Tickets as assigned by Service Dispatcher.
- Documentation: skilled at writing process documentation, procedure changes to benefit the whole team.
- Able to take on assigned role of **Subject Matter Expert** within organization and offer support/training to customers and associates as needed to support business objectives. This requires a level of ownership, ability to plan appropriately to reach deadlines and commitments and communicate effectively. A comfort level with diving into what is new to you and owning it without hesitation.
- Taking parts of a project as assigned, quickly and efficiently completing tasks in time frame given.
- Intermediate/advanced understanding of operation systems, networks, peripherals, and business applications.
- Other duties as assigned by Manager.
- Soft Skills Required:
  - Works with a sense of urgency to benefit the customer.
  - Works well within a team: pitches in when a need arises and asks for help appropriately, supportive and enjoys the comradery of working within small, tight-knit team.
  - Enjoys and strives for customer satisfaction.
  - Communicates important information to the right people: Dispatch, Leaders, Co-Workers.

- Able to explain technical concepts to a non-technical audience.
- Strong trouble shooting experience. Strives to find answers to problems.

## **Requirements / Preferences:**

### **Required:**

- Minimum One "On-Call week per month per month required
- High School Diploma
- Reliable transportation, valid driver's license, clean background, and professional image

### **Preferences given to candidates with:**

- ***Minimum of four years relevant work experience strongly preferred.***
- *Prior experience of progressive Technical Support work with Small Businesses/Organizations strongly preferred.*
- Formal Technical Training:
  - College Degree in related field
  - CompTIA: A+, Networking+, Security+
  - Professional Certifications: MCP, MCSA, MCSE, SonicWall, Sophos, Dell
- Prior Experience with formal ticketing system where tracking time/expenses is expected.
- Prior Experience with Remote Management and Monitoring Tools.

**Job Types:** Full-time, Part-time

**Hourly Position** (non-exempt):

### **Benefited Position:**

- Full-time: Medical, Dental, 401k, Smartphone allowance, PTO, paid holidays and incentives.
- Part-time: Smartphone allowance