

<b>Job title</b>	<i>Service Desk Technician II</i>
<b>Reports to</b>	<i>Director of Technical Services</i>

### **Position Summary**

The Service Desk Technician II will be responsible for providing friendly IT technical support to various clients. This position will be expected to troubleshoot and resolve complex computer and network related issues in a timely and friendly manner.

### **Primary Responsibilities**

- Respond to and address various clients' IT technical support requests in an urgent manner by providing remote and onsite support, escalating these issues when appropriate.
- Ensure that all client's trouble tickets, or other service requests are acknowledged and addressed with a high level of urgency and in accordance with their SLA.
- Provide support for escalated tickets from tier I technicians.
- Document resolutions for future reference in company knowledgebase.
- Document customer network information according to set standards.
- Perform network administration tasks and perform maintenance on set schedules.
- Respond to network monitoring alerts, diagnose, and repair alerts, and setup additional alerts to monitor customers' environments.
- Test and implement business applications.
- Assist users with PC application needs and technical support
- Perform hardware and software deployment projects as assigned.
- Perform continuous personal technical growth – IT certifications, etc.
- Be on a rotated on-call schedule for afterhours emergencies.
- Oversee contracts for leased equipment such as printers and copiers.
- Other duties as assigned

### **Minimum Qualifications**

- Associate degree or equivalent experience/training required
- Five or more years' experience in an IT support role
- A+/Network+ or equivalent Certifications preferred
- Strong understanding of IT related hardware, software, and services
- Strong passion to learn and apply new technologic skillsets
- Strong passion to learn and apply new skillsets
- Ability to communicate in a friendly manner to customers, listening to their needs and help communicate options for them.
- Strong organizational, planning, and decision-making skills
- Ability to work in a team environment
- Ability to create positive and collaborative working relationships
- Excellent written and verbal skills
- Passionate drive to provide superior service to clients
- Valid US Driver's License

### **Working conditions**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers and phones. Travel to client locations will be required.

**Physical requirements**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position is regularly required to talk or hear over the phone or in a face-to-face conversation. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 50 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

**Direct reports**

None

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. Duties, responsibilities, and activities may change at any time with or without notice.

**Equal Employment Opportunity Statement**

Summit IT Solutions provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, genetic disposition or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

**Signatures:**

Approved by Management:	
Date:	

Employee signature below constitutes understanding of the requirements, functions and duties of the position.

Employee:	
Date:	