



## Enterprise Support Technician

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Help Desk Supervisor

**SCHEDULE:** 8:00 am - 5:00 pm / Monday - Friday

*Actual hours may vary. Evening and weekend hours may be required*

### INTRODUCTION

CisCom Solutions is a locally owned and managed IT service provider and was ranked 28th fastest growing company in Louisville. We are comprised of well-rounded professionals who are passionate about emerging technology and have exceptional customer service and communication skills. Some of our service offerings include IT consulting, Managed Services, Telephony / VOIP systems, Cloud services, Camera systems, Cabling, and Security Access.

### POSITION SUMMARY

The Support Technician position monitors and provides technical support for incoming issues related to computer systems, networks, software, and hardware, utilizing diagnostic tools and troubleshooting skills. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the responsibilities, knowledge, skills, educations, and experience required.

### GENERAL SKILLS

- Customer service focused, with a high level of professionalism.
- Ability to troubleshoot, diagnose, and resolve basic computer / technical issues.
- Excellent organizational, oral, and written communication skills.
- "Team player" mentality and willingness to work with others.
- Strong organizational, analytical, and problem-solving skills.
- Positive thinker and detail oriented.
- Strong documentation skills.
- Strong interpersonal skills.
- Ability to effectively communicate technical issues in a clear, concise, professional manner (written and verbal formats).

## **RESPONSIBILITIES**

- Monitor and respond to Help Desk phone calls, emails, assigned tickets, and walk-ins in a prompt and courteous manner.
- Communicate with customers on issues in a friendly and easy to understand manner.
- Identify and resolve issues in a timely manner to achieve customer satisfaction.
- Collaborate in a team environment and assist members with technical issues.
- Evaluate and escalate significant and recurring issues to a Systems Engineer.
- Perform routine computer hardware and software upgrades and backups.
- Facilitate computer workstation troubleshooting and setup.
- Maintain daily performance of computer systems.
- Assist with a wide variety of projects.
- All other duties as assigned.

## **EXPERIENCE**

- Basic knowledge of Microsoft Exchange, Skype, and other communication packages.
- Basic knowledge of networking, switches, routing, VPNs, and wireless technology.
- Basic knowledge of Storage systems, backup software, and disaster recovery.
- Basic knowledge of System Management and Remote Monitoring software.
- Basic knowledge of security protocols, intrusion prevention, and detection.
- Basic knowledge of ticketing systems to track time, materials, and effort.
- Basic knowledge of Microsoft Office 365 Administration.
- Basic knowledge of Microsoft Remote Desktop Services.
- Basic knowledge of Microsoft based operating systems.
- Basic knowledge of SonicWall products.
- Basic knowledge of Ubiquiti products.
- Basic knowledge of Cisco products.
- Basic knowledge of Dell products.
- Basic knowledge of VOIP systems.

## **EDUCATION AND TRAINING**

- Bachelor's Degree preferred.
- High School Diploma/GED or better required.
- Three or more years of IT related experience required.
- Certifications that demonstrate fundamental IT support knowledge preferred.

## **WORKING CONDITIONS**

### ***Physical Demands:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk, hear, use hands and fingers to handle, reach or feel. This position requires the ability to lift up to 50 lbs., walk, bend, kneel, crouch, sit, or stand as necessary.

### ***Environmental Conditions:***

This position operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

### ***Sensory Demands:***

The noise level in the building and most customer sites is low to moderate and there are frequent interruptions with walk-ins, employees, and phone calls.

### ***Mental Demands:***

There are daily deadlines associated with this position, which may cause stress to some individuals. The position must also deal with a wide variety of people on various issues.

## **AT-WILL EMPLOYER STATEMENT**

CisCom Solutions is an at-will employer. Regardless of any provision on this form, the company or employee may terminate the employment relationship at any time, for any reason, with or without cause of notice. Nothing in this employee job description or in any document or statement, written or verbal, shall limit the right to terminate employment at-will. No officer, employee, or representative of the company is authorized to enter into an agreement-express or implied-with any employee for employment for a specified period of time unless such an agreement is in a written contract signed by the CEO of the company.

## **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

CisCom Solutions is an Equal Employment Opportunity employer, and complies with federal, state and local laws prohibiting discrimination. No person shall be discriminated against in employment, training, promotions, transfers, rates of pay, layoffs, any form of compensation or any term or condition of employment on the basis of race, gender, color, religion, national origin, age, marital status, disability, tobacco use, gender identity, sexual orientation, genetic information, military status, pregnancy, childbirth or lactation, status as a smoker or non-smoker, veteran status or any other protected class under federal, state or local law.

I agree that the above position description has been reviewed with me and I understand the requirements of this position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Human Resources \_\_\_\_\_ Date \_\_\_\_\_

I have reviewed and determined that this job description accurately reflects the position.

Prepared By \_\_\_\_\_ Date \_\_\_\_\_

Reviewed By \_\_\_\_\_ Date \_\_\_\_\_

This document does not represent a contract of employment and the Company reserves the right to change this job description and/or assign tasks for the employee to perform as the Company may deem appropriate.