

## Primary Relationships

**Internal:** Reports to Service Manager

**Team:** Service Team

**External:** Existing Clients and Customers

## Summary

Perform service for clients and customers as requested in the form of service tickets, service projects, and research.

## Key Performance Indicators

1. Client satisfaction rate of 90% or higher
2. Achieve or exceed billable percentage of 75%.
3. Less than 5 timesheet corrections per week.
4. Professional development goals achieved on time.

## Projected Time Allocation

**50%** On-site Support of Customers

**40%** Service – Diagnosis, troubleshooting, fixing, documenting, and entering time on-site issues

**10%** Travel

**50%** Remote support

**40%** Remote control of customer computers

**5%** Answering phones, creating tickets, scheduling future service

**2.5%** Researching solutions to problems

**2.5%** Internal technical projects

## Duties and Responsibilities

### Service — General

- Interact respectfully and professionally at all times with clients, customers, and fellow team members
- Maintain accurate timesheets using internal time and ticketing system according to established processes and procedures
- Create tickets with complete and accurate information from customer interactions
- Follow-up with clients and customers 24 hours after performing service
- Establish clear expectations with clients, customers, and fellow team members in every area of interaction including:
  - Scheduling
  - What service is to be performed
  - Alternatives to requested service

- Consequences of requested service
- Meet or exceed the expectations that you establish with clients, customers, and fellow team members
- Participate in weekly service meeting, prepared to discuss current status of open tickets, issues encountered during service, changes to existing policies and procedures, or new policies and procedures that may be needed
- Help develop policies and procedures for internal company use to standardize interaction with customers and fellow team members

### **Service — On-Site**

- Listen to customer's description of the issue or requested service
- Verify the problem and try to recreate
- Evaluate the description internally as a starting point for the service
- Use troubleshooting techniques to diagnose the correct issue
- Explain the problem in non-technical terms to the customer
- Discuss possible solutions with customer and recommend a solution
- Gain customer's approval for solution and proceed with the service
- Take necessary technical steps to resolve the issue
- Gain customer's approval that the issue is resolved satisfactorily
- Enter time entries, internal notes, updates to network documentation, and any expense reports while on-site
- Print sign-off sheet describing service performed and obtain customer signature

### **Service — Remote**

- Listen to customer's description of the issue or requested service
- Verify the problem and try to recreate
- Evaluate the description internally as a starting point for the service
- Use troubleshooting techniques to diagnose the correct issue
- Explain the problem in non-technical terms to the customer
- Discuss possible solutions with customer and recommend a solution
- Gain customer's approval for solution and proceed with the service
- Take necessary technical steps to resolve the issue
- Gain customer's approval that the issue is resolved satisfactorily
- Enter time entries, internal notes, and updates to network documentation, before moving on to another ticket

### **Professional Development**

- Enhance current technical skills through self-study and directed training sessions
- Achieve industry certifications and keep existing certifications valid and up to date
- Share learning with team members
- Work with manager to establish a personal educational plan that includes agreed upon goals and deadlines for achievement
- Achieve agreed upon goals by the established deadlines
- Provide mentoring and guidance to team members as assigned

## Supervisory Responsibilities

This position does not have any supervisory responsibilities, but the individual is expected to be a good team player and responsibly delivers results that benefit both clients and the service team.

## Competencies

To perform this job successfully, an individual should demonstrate the following competencies:

- **Business Ethics** — Treats people with respect; Keeps commitments; Sets expectations correctly and then meets them or exceeds them; Builds trust; Works with integrity; Upholds organizational values.
- **Personal Interaction** — Builds rapport and establishes trust; Puts customer at ease, Calms difficult situations, Uses appropriate conversation topics, Avoids topics or behaviors that may offend either customers or team members.
- **Negotiation Skills** — Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take; Maintains technical knowledge of available options.
- **Oral Communication** — Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** — Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.
- **Personal Appearance** — Dresses appropriately for the position; Keeps self well-groomed. No visible piercings or tattoos.
- **Problem Solving** — Identifies problems in a timely manner; Gathers and analyzes information skillfully; Troubleshoots issues logically and precisely; Develops possible solutions; Resolves problems in early stages; Works well in group problem solving situations.
- **Teamwork** — Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.
- **Attitude** — Displays a positive attitude in general; Helpful to customers and team members; Presents criticism and objections respectfully and tactfully;
- **Critical Thinking** — Evaluates possible steps and their consequences; Effectively discerns most likely problem areas and troubleshoots those areas first;
- **Organization** — Writes accurate and detailed notes regarding customer interactions and services performed; Maintains clean and tidy personal area; Performs service in precise, thoughtful, and considered manner
- **Planning** — Schedules time appropriately with enough time to arrive on time and leave on time for the next appointment; Brings appropriate materials to on-site visits; Prepares for meetings and service visit with research and notes;
- **Flexibility** — Manages changes in schedule, priority, or responsibility successfully;

## Skills and Qualifications

### Education

- Bachelor's degree

### Language Skills

- Ability to read and write English at a business professional level.
- Ability to write business professional level correspondence, instructions, policies, and procedures.

- Ability to speak effectively to team members and customers both in person and on the phone.

## **Mathematical Skills**

- Ability to calculate figures and amounts such as disk size, free space, number of files, using a calculator and/or spreadsheet program.

## **Reasoning Skills**

- Ability to solve problems and deal with a variety of variables in situations with only limited standardization.
- Ability to interpret a variety of instructions in written, oral, diagram, video, or schedule form.

## **Computer Skills**

- Extensive knowledge of all aspects of PC operations and functions.
- Extensive networking knowledge
- Extensive Server environment knowledge

## **Certifications**

- A+ Certification or equivalent experience
- MCSE Certification
- Other Industry Certifications (Cisco, VMware, Sonicwall, Altigen)

## **Experience**

- 5 or more years of technical experience

## **Valued Qualifications** *(not required)*

- Experience as part of a service team
- Experience in a "billable" role
- Experience accounting for time each day

## **Physical Demands**

The physical demands for an employee to successfully perform the essential functions of this job are described below. 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 or hear. The employee is frequently required to stand; walk; sit; use hands and fingers to handle or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment**

The work environment for an employee to successfully perform the essential functions of this job is described below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the service team work environment is usually moderate. Travel to and from customer sites is common. Each customer's work environment varies based on the type of business they operate.

### Intent and Function of Job Descriptions

Job descriptions assist our company in making certain our hiring process is fairly administered and qualified employees are selected. We view job descriptions as essential to our performance appraisal system and related promotion, transfer, layoff, and termination decisions. Well-written and maintained job descriptions are also an integral part of our compensation system.

All job descriptions are reviewed to ensure only essential functions and basic duties have been included. Requirements, skills, and abilities included have been determined to be the minimal standards necessary to successfully perform the job whereas peripheral activities that are only incidentally related to the job have been excluded.

In no instance should the requirement, skills, and abilities be interpreted as all-inclusive.

Supervisors may assign additional appropriate activities and requirements. It is possible requirements may be modified to reasonably accommodate disabled individuals in accordance with the Americans with Disabilities Act. At no time will accommodations be purposefully made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on our company.

Job descriptions are not intended as and do not create employment contracts. Our company is an at-will employer. At any time employees can be terminated for any reason not prohibited by law.

---

Employee Signature

---

Date

---

myIT.com Signature

---

Date