



## Technical Support Specialist

### Job Summary

The Technical Support Specialist (TSS) (Level 2) is the client's primary point of contact within Capstone for strategic guidance, technical solutions and problem resolution. This position provides onsite and remote support to clients who have critical response time requirements for their business technology systems. This position serves as an escalation point for the Help Desk to resolve complex issues. A TSS (Level 3) job summary is identical to a Level 2 and has demonstrated advanced technical knowledge via training, certifications and/or industry experience generally resulting in the ability to engage in more advanced & complex solutions and serves as an escalation point for the level 2 TSS.

### Essential Functions

- Consults with clients on new technologies, systems, and software, and makes recommendations that ensure technology aligns with the client's needs.
- Ensures appropriate data security and data backup processes and systems are in place to protect the client's business systems.
- Plans, designs, builds, installs, and troubleshoots client IT systems and infrastructure.
- Assists account coordinators to ensure technical roadmap and budget is developed and presented to the client.
- Serves as escalation support for help desk engineers to resolve complex client issues.
- Maintains relationships with assigned clients to meet Capstone's client retention goals.
- Manages daily schedule to meet the demands of clients.
- Coordinates internal resource efforts on projects, as needed.
- Analyzes data/ticket history, performs root cause analysis, and implements plans or makes recommendations for solutions.

### Additional Responsibilities

- Performs additional duties as assigned.

### Complexity of Work and Decision Making

- Difficult work on highly complex or involved projects requiring significant judgement, initiative, creativity, and the ability to deal with complex factors and making of decisions based on conclusions for which there is little precedent.

### Autonomy and Accountability

- Works from general objectives and broad and varying policies, procedures, rules or precedents with little functional guidance. Rarely refers specific cases to supervisor unless clarification or interpretation is involved. Review by supervisor focuses on achievement of the objective and not on the means.



## Technology, Equipment or Tools

- Intermediate knowledge of Microsoft Server Operating Systems, Networking, messaging (Office 365 and Exchange), and RMM and PSA tools.
- Intermediate knowledge of computer networks and security.
- Basic knowledge of Microsoft SQL and VMware.
- Advanced knowledge of PC troubleshooting.
- Basic knowledge of general office equipment, including fax machine, computer, and phone system.

## Physical Demands and Work Environment

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 sit while using hands to use a computer or other technologies. The employee frequently is required to see, talk, and hear. The employee is occasionally required to stand, walk, and reach with hands and arms.
- The employee must regularly lift and/or move up to 50 pounds when transporting IT equipment.
- The Lead Engineers work primarily in an office setting with light to moderate noise.
- Requires local travel, a vehicle, and a valid driver's license.

## Education & Experience

- Bachelor's degree from an accredited university or college in an IT Systems related field and a minimum of two (2) years' work experience in a related job field, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Industry certifications; such as Microsoft or Cisco.
- Level 3 TSSs must have 5+ years of IT experience, multiple industry certifications, and strong consulting and design skills.

## Knowledge, Skills & Abilities

- Strong and persuasive written and verbal communication skills.
- Ability to plan and prioritize to achieve a defined objective.
- Ability to manage multiple projects/tasks simultaneously.
- Ability to troubleshoot technical issues on networks, Windows servers, and PCs.
- Ability to establish and maintain working relationships with clients and coworkers.
- Ability to handle stressful situations in a congenial manner.
- Excellent organization skills.
- Professional demeanor with the ability to self-manage.
- Ability to work independently devising new methods, adapting or changing standard procedures to meet new conditions.