

Mid America Computer Corporation

Job Description

Job Title: Technical Support Specialist I

Department: Billing Services

Division: MACC

Reports To: Technology Services Manager

Exempt/Non-Exempt: Non-Exempt

Full-time/Part-time: Full-time

Revised Date: 01/15/2019

Job Grade: 407

JOB SUMMARY

Paragraph describing the overall reason the job exists

Provide computer hardware and software installation and technical support for the customer's local area network, associated equipment and workstations to support both MACC and third-party software and applications.

KEY RESPONSIBILITIES

List key responsibilities directly related to the Job Summary

% of Time

- A. 65% Provide network administration for customers' local area networks. Maintain network connectivity and access to all network devices. Establish users, modify groups, and add devices and security to network resources. Maintain SQL databases and backups to assure data integrity. Support office suites and other software on-site and remotely via telephone.
- B. 10% Local area and Wide area network administration and maintenance including routers, hubs, switches, and resolving connectivity problems.
- C. 10% Consultation with customers for hardware and software requirements for current needs and future growth. Recommend upgrades to current networks to lengthen the life span of servers and workstations. Consult with users about optimal uses of hardware and software to enhance productivity.
- D. 10% Setup servers and workstations, install network printers, software and additional peripherals. Configure devices to connect remote users and locations for network access. Load third party applications.
- E. 05% Other duties as assigned.

JOB DUTIES

Beginning with Key Responsibility A, list specific duties which support each key responsibility

<u>Duty #</u>	<u>Key Resp</u>	<u>Job Duty</u>
1.	<u>A</u>	Responsible for the overall administration of the customer's LAN /WAN networks. Areas of responsibility include, but not limited to, overall security, backup procedures, new users, group accounts, access rights, remote access, software license controls, and multiple server interaction.
2.	<u>A</u>	Analyze performance, conducts tests, and recommends necessary modifications or upgrades to improve overall network efficiency. Installs new network computer hardware, revise system software as required or directed.
3.	<u>A</u>	Perform SQL database installs, restores and system analysis and configuration. Attend and/or review sessions in order to ensure that work is consistent with accepted database configuration standards and philosophies previously developed.
4.	<u>A</u>	Install and support Citrix client application on remote computers for access to MACC's hosted environment.
5.	<u>A</u>	Support and maintain MACC customer backup services.
6.	<u>B</u>	Perform fault isolation and system troubleshooting related to degradation or failure of the customer's local and wide area network.
7.	<u>B</u>	Local area and wide area network administration and maintenance.
8.	<u>B</u>	Customer service problems, resolutions and replications to duplicate and/or resolutions for external customers.
9.	<u>C</u>	Software support and troubleshooting for other third-party customer applications.
10.	<u>C</u>	Internal training with customer service for broad understanding of MACC internal applications and procedures.
11.	<u>C</u>	Analysis of customer's system configurations and future needs to help with equipment proposals.
12.	<u>C</u>	Work with customer vendors to ensure proper installation and configurations for systems to be used for MACC software.
13.	<u>C</u>	Meet with customers and perform on-site analysis of customer environments to determine hardware needs
14.	<u>D</u>	Prepare systems for installation by testing, setup and installation of equipment before delivery.
15.	<u>D</u>	Deliver, setup and install Servers and Workstations to customers.
16.	<u>D</u>	Train all users on the use of new equipment, network installations, operating system upgrades and new third-party applications.
17.	<u>E</u>	Other duties as assigned.

PERSONAL QUALITIES

Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a “can do” attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

QUALIFICATIONS

Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities

Required:

- Associates degree in Computer Science, related work experience or equivalent career experience.
- 1 year computer network support experience.
- 1 year customer service experience.
- 1 year working experience supporting Microsoft software packages.
- Working knowledge of Windows workstation operating systems, Microsoft SQL and Windows Server.
- Working knowledge of relational database management systems and structured query language (SQL).
- Working knowledge of application and communication software packages. (i.e. RDP, Bomgar and Microsoft Office Suite.)
- Ability to travel as required.
- Valid Driver's license and minimum age required for vehicle rental.
- Able to lift approximately 75 pounds.
- Flexibility in scheduling and availability
- Strong organizational & analytical skills

Preferred:

- 1-2 years experience working with MACC's software applications
- Experience in telecommunications / working with independent telephone companies.
- Microsoft Certified Professional.

PHYSICAL REQUIREMENTS

List the essential functions necessary to perform job duties

- Regular, reliable attendance.
- Ability to work a minimum of 40 hours per week on MACC campus worksite.
- Ability to work additional hours while onsite at customer locations, which may include weekends,

to meet project deadlines.

- Ability to work at a computer at least 80% of the time.
- Ability to demonstrate manual dexterity to effectively utilize a computer keyboard.
- Ability to visually view information on a computer monitor.
- Ability to lift approximately 75 pounds.
- Ability to work and communicate with customers and associates in a professional and courteous manner through verbal and written communications.
- Ability to listen to business and/or technical requirements of internal and external customers to meet business needs.
- Ability to work in a team environment exhibiting a positive and professional attitude.
- Effectively communicate in a positive and professional manner through written and verbal communications in all interfaces with customers/public, fellow MACC employees, and vendors that provide products or services to MACC.

REPORTING RELATIONSHIPS

List job titles and number of incumbents which report directly to this job

None