
Position Title: IT Support Technician

Department: IT

Description:

The technician will maintain, administer, support, and test PC and laptop technologies for international, multi-site company. Applicant must have extensive focus on Microsoft, Dell, Intel, and Adobe product lines and technologies.

Key Responsibilities:

- Enter the calls in the Help Desk tracking software, including detailed information.
- Troubleshoot computer problems.
- Serve as liaison between end-users and the IT department to resolve issues.
- Document resolutions for future reference.
- Perform hardware and software installations.
- Provide support for IT department projects.
- Some/Limited LAN / Server duties:
 - Serve as second level support for any LAN/Server/Desktop related issues.
 - Must be able to interpret business owner requirements to IT and IT issues to business owners in a clear and concise fashion.
 - Support the internal and external customer relations as well as vendor relations.
- Monitoring - performance, change and Capacity
- Monitoring Automatic Call Distribution System (BASIC)
- Monitoring EPABX / private voice networks thresholds for CPU, Memory etc.
- Monitoring performance of voice systems
- Basic Configuration and Details of Phone/Voice ports Diagram
- Mapping phone Configuration with processes
- Network devices & Phones IMAC and Basic Configuration
- Replacing defective parts
- Ongoing Health Check as per defined procedure
- Incident Management The resource should also have experience in:
 - Conducting Configuration Management and Change Control
 - Voice Bandwidth Management
 - Switch/ PABX/ ACD Device Configuration
 - Perform Hardware Diagnostics
 - Implement Firmware and Software Upgrades
 - Problem Management and Troubleshooting
 - Handle Upgrades and additional equipment/circuits as required
 - Handling or resolve Voice related issues and call routing changes
 - Root Cause Analysis for Critical Events
 - Performing Voice Quality Tests (Call Drops)

Prepared By:	Authorized By:
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Minimum Qualifications, Knowledge, Skills and Abilities:

- Excellent interpersonal skills
- Excellent English written and oral communication skills.
- Demonstrated ability to acquire and apply large quantities of new information in a very rapid fashion.
- Advanced knowledge of company supported applications.
- Demonstrated ability to work as part of a team.
- Must be able to communicate effectively across all levels of an organization, including executives.
- Familiarity with PC and Laptops
- Knowledge of commonly used programs (Windows, Internet Explorer, Office).
- Some LAN/Server knowledge would be helpful
- Experience with Cisco switching devices.
- MCP certification or equivalent experience.
- Highly experienced in customer service.
- Ability to analyze and solve problems.
- Ability to communicate clearly over the phone.
- Must be fluent in written and spoken English.

Prepared By:

Authorized By: