



JOB TITLE: Technical Support Specialist

DEPARTMENT: Customer Support
REPORTS TO: Director of Technical Support
JOB GRADE: 13
FSLA: Non-Exempt
DATE: April 2019

SUMMARY:

The Technical Support Specialists provides telephone technical assistance to customers and partners, in both a queued environment and a periodic 24X7 paid on-call assistance rotation. This position is responsible for staying abreast of current technologies and industry trends, maintaining set minimum standards for call closures and resolution, and must be capable of maintaining a friendly and professional attitude in stressful situations. Some travel may be required for training or to assist Professional Services as an on-site technician should the need arise.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer phone calls and emails sent to Technical Support in a timely manner with resolution within specific guidelines.
- Provide outstanding technical and non-technical support.
- Maintain needed skills to handle technical questions that may come into our group from customers.
- Participate in the oncall rotation regularly.
- Accurate and complete entry of case records in our ticketing system.
- Maintain a working knowledge of our customers and their specific needs.
- Assist other Technical Support Personnel with various issues and work with internal and external resources to resolve issues that exceed the capacity of the team to resolve.
- RMA and replace equipment after troubleshooting if required.
- Manage onsite dispatches and depot shipments through our partners.
- Know and follow the severity and escalation rules documented in the Global Support Playbook (595-1269-00)
- Learns about Company's business as appropriate. Shows up to work on time and attends work as scheduled.
- All other duties as requested by supervisor or department head.

COMPETENCY QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If an employee does not meet the required competency level in any area, a required development training plan will be implemented.

Job-Specific Competencies:

(Education and/or years of experience; technical and/or analytical; software or applications; department and/or position specific; internal or external certifications required)

- Associates degree in computer related field or equivalent experience
- 2 years in industry and 1 year in contact center (contact center experience can be replaced with one year supporting customers in a field environment at the manager's discretion)
- 1 year experience supporting or integrating all related technical disciplines
- Good interpersonal and communication skills.
- Must be extremely self-sufficient and able to work and remain alert for long periods of time with minimal interaction with others.
- Strong background in customer service, telephone support or direct customer interaction highly desired
- Server support experience highly desired
- Experience supporting or maintaining Intel based hardware desired.
- Proven knowledge of troubleshooting techniques and logical analysis of complicated problems and systems
- Demonstrated ability to exercise judgment to determine appropriate solutions to customer technical issues
- Ability to work in a team environment to meeting critical deadlines
- Knowledge of Linux; experience with telephone, Cisco networking and VoIP
- Ability to follow all applicable Business Management System (BMS) processes.

Management Competencies:

(Management experience required)

- None

Core Competencies:

(Other core requirements including communication, presentation, language, math, and reasoning skills)

- Ability to read, write and speak English.
- Ability to compose reports and correspondence.
- Excellent written and verbal communication skills.
- Knowledge of basis addition, subtraction, division and multiplication of numbers is required.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Know and follow established company core values.

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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; to sit, stand, walk; and to talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- Lifting Requirement: 20 pounds
- Lifting Limitations: 50 pounds

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is moderate.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with UEL.

Employee Signature

Date

Manager's Signature

Date