

Job Description – IT Support Engineer

**Employee Name:**

**Effective Date:**

**Department:** Support Engineering

**Reports To:**

**Position Summary:**

**This position requires communicating with clients and following appropriate processes and procedures in order to resolve the client’s technical issues. The person in this position helps the network operations center to achieve success and our clients to achieve satisfaction with our service. The person in this position will work with Project Managers, Account Executives, Inside Account Managers, and Senior Technical Project Engineers to deliver positive and profitable client experiences.**

**KEY RESULTS AREAS**

**1 - RESOLVES TECHNICAL ISSUES FOR CLIENTS FOLLOWING APPROPRIATE POLICIES AND PROCEDURES**

- Provides phone support to clients
- Monitors and mitigates alerts generated by Remote Management and Monitoring (RMM) tools
- Updates tickets through our current ticking system according to established guidelines
- Troubleshoots and quickly and completely resolves client issues
- Trains clients on system use

**2 - GOES ABOVE AND BEYOND IN CLIENT SERVICE**

- Fast response time, professional demeanor, follows through on tasks, excellent communication, ensures client satisfaction

**3 - UPHOLDS THE CORE VALUES OF PCS**

**CONCERN FOR CLIENT, ENGAGE, LITTLE THINGS MATTER, ALWAYS GROW PROFESSIONALLY, GIVE**

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must be able to troubleshoot and successfully resolve issues with computers, printers, and common peripherals
- Must have a good working knowledge of wireless technologies
- Must have and continually exhibit excellent client service and communication skills (written and oral)
- Must have and continually exhibit excellent documentation and data entry skills
- Must continually exhibit a willingness to learn and grow by pursuing opportunities to keep skills up to date
- Must have and continually exhibit excellent teamwork skills
- Must be able to lift up to 75 pounds on a regular basis

**POSITION QUALIFICATIONS**

- Must be familiar with Microsoft server operating systems and have experience in workstation operating systems and desktops applications
- Must have experience in desktop computer configuration and maintenance
- Must be proficient at administering Windows Active Directory environments and able to complete common tasks such as adjusting Group Policy, Security permissions, file sharing and password resets
- Preferred Certifications: CompTIA A+, CompTIA Network+, Server+, MCP/MCITP
- Experience with ConnectWise products is preferred
- Experience with common Line of Business Applications is preferred (Datto, G-Suite, Office365, QuickBooks )
- Must pass a TBI background check

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date