Technology Support II Job Description

Department:	Information Technology	**FLSA Status:**	Non-Exempt
Reports to:	Brian Jones, V.P. of Information Technology	**Position Type:**	Full-time
Location:	Milwaukee, WI	**Travel Required:**	5%
Updated By:	Laura Miller, Director of Human Resources	**Updated Date:**	1/4/18
Approved By:	Sharon Murillo, CEO/President	**Approved Date:**	1/5/18

Position Summary

The Technology Support II is accountable for ensuring continuity of desktop services for employees by providing the technical expertise, assistance and project coordination necessary to install computer software products, modify/repair hardware, and resolve technical problems while providing prompt and accurate customer service and increase employee satisfaction.

Essential Duties and Responsibilities

1. Procure desktop hardware and software, including PCs, operating systems (OS), and all user productivity and collaboration applications.
2. Manage desktop hardware and software inventories and life cycles, and associated licensing.
3. Manage the configuration of all corporate PCs, including the "corporate OS image" and deployment of all software to the PCs.
4. Manage mobile devices, including corporate cell phones, and associated providers.
5. Manage Conference Room solutions and provide support for the use of them.
6. Lead the development of an Incident Management process, perform the Incident Manager role and manage both the Incident and Service Request queues.
7. Develop and maintain User Guides & the Knowledge Base in ServiceNow, providing a self-service support capability to our workforce members. Provide support and training on IT Services as needed.
8. Facilitate review and validation of "all users' systems, applications, and data access" with our management team to meet our HIPPA Security Policy and obtain and maintain URAC Accreditation.
9. Assure continuity of the desktop services for all system users.
10. Address employee requests regarding hardware, software, and networking to include training employees and in some cases, walking them through various steps to achieve a desired outcome so employees remain productive.
11. Record/log technical issues for analysis.
12. Ask targeted questions to diagnose problems for a cost effective solution, keeping in mind employee productivity relative to any cost analysis.
13. Install selected software and hardware products.
14. Repair hardware as necessary and work closely with service vendors to ensure continuity of service.
15. Stay abreast of the latest developments in desktop services, which include the maintenance of hardware and software.
16. Recommend changes in software and hardware to improve computer capabilities.
17. Assist in implementing practices that will more effectively utilize MIS resources.
18. Other duties as assigned.

Preferred Education and Experience

- Associate's degree in computer science, electrical engineering, or equivalent experience.
- 2 or more years of experience as a computer specialist.
- Relevant software certifications and/or experience such as Windows, MS Office Professional, WebEx, video conferencing equipment, etc.
- Working knowledge of office automation products and computer peripherals like printers, video conferencing equipment, etc.
- Ability to perform remote troubleshooting and provide clear instructions.

Competencies

- Technical Capacity.
- Organizational Skills.
- Customer care and focus.
- Decision Making.
- Initiative.
- Problem Solving/Analysis.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing. The employee must frequently lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.