



Job Title: Support Specialist
Department: MCMTS
Reports to: Service Desk Manager
Level: Full Time; Non-Exempt
Location: Louisville
Last updated: 1.27.21

Summary of Responsibilities:

The Support Specialist is an entry level role responsible for handling first level support of service requests in a professional and timely manner. This relates to all technology, to include support for workstations, servers, printers, networks, and vendor specific hardware and software.

Essential Functions:

- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages. IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Basic remote access solution implementation and support: VPN, Terminal Services, and Citrix.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- System documentation maintenance and review in ConnectWise.
- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Work with the Service Delivery Manager to ensure requests are routed to the proper resource to be resolved quickly and efficiently.
- Escalate service requests that require System Analyst or Engineer level support.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Enter all work as service tickets in ConnectWise.

Education, Experience, and Skills:

- AS/BS preferred in technology or CompTIA A+, N+
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.



- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.

Expectations:

- Respect and earn the respect of fellow team members.
- Take ownership of identified processes and responsibilities.
- Keep open communications with manager, team and leadership.
- Perform work with confidence and pride, follow through to completion.
- Dependable.
- Make informed decisions – discuss with manager when needed.
- Grow and learn from past mistakes.
- Work in a safe, clean and employee friendly atmosphere.
- Work personal/professional development plan.
- Must have flexibility with work schedule.

Working Conditions:

- Minimal hazards.
- General office working conditions.
- Occasional heavy lifting.
- Periodic evening and/or weekend work.

By signing below I acknowledge I have read and reviewed this job description and understand my job responsibilities:

Employee Signature and Date

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