

# Job Description

This position of **Desktop/Network Support Technician** reports directly to the Service Manager (Victoria Murgatroyd-McNoe). Responsibilities are to deliver technical support and problem-solving services to Decision1's customers. The functional relationship are with Decision1 customers, prospective customers and all Decision1 staff.

## Perform Daily & Monthly Checks

Process server, switch & firewall and other checks daily and monthly.

*Expected Result: Will be completed in a timely and accurate manner.*

## Ticket Processing & Fault Resolution

Process tickets escalated to the Level 2/3 helpdesk, determine the priority level & attend to the tickets appropriately.

*Expected Result: Will be completed in a timely and accurate manner.*

## Perform Monthly & Annual Maintenance

Perform scheduled maintenance and upgrades on firewalls, switches & servers.

*Expected Result: Will be completed in a timely and accurate manner.*

## Specialist Software

Troubleshoot issues with industry specific software & liaise with 3<sup>rd</sup> party helpdesk technicians.

*Expected Result: Will be completed in a timely and accurate manner.*

## Deployments & Decommissioning

Perform deployments, reconfigurations & decommissioning on firewalls, switches, servers, LAN/WAN networks, WIFI networks.

*Expected Result: Will be completed in a timely and accurate manner.*

## Team Communications

Liaise with other teams for consultation on procurement, solution development, site auditing and customer onboarding.

*Expected Result: Will be completed in a timely and accurate manner.*

Continual improvement of processes and policies for Ticketing, Monitoring, Maintenance, Issue resolution, Tech Training, and Deployments

*Expected Result: Will be completed in a timely and accurate manner.*

### Customer Deliverables

Work with the Sales Department to keep customers up to date with possible services, partnerships and/or products that could enhance the customer networks.

*Expected Result: Keep customers informed as soon as is practicable of any changes that may benefit the customer.*

Keep up to date with the progress of projects with both customer and sales staff.

*Expected Result: Ensure the project is meeting customer expectations at all times. If the project is not meeting expectations then make timely adjustments to the project that is beneficial to both the customer and Decision1.*

Follow through on customer requests and meet customer deadlines.

*Expected Result: Will be completed in a timely and accurate manner.*

Understand the key features of customers' business and commercial environments.

*Expected Result: Ensure your knowledge of customer sites and their business function is up to date and accurate.*

Develop good working rapport with customers and their staff.

*Expected Result: Use good listening and communication skills to build an appropriate level of trust with customers.*

Act as customer's advocate to ensure that all issues and requests are addressed by decision1 and completed by the due date.

*Expected Result: Keep Decision1 staff informed of any issues that may need to be addressed within Decision1 procedures and policies.*

### Documentation

Maintain documentation for assets, network configurations and customer records in the relevant portals.

*Expected Result: Up to date and accurate records maintained at all times.*

Document all time spent on issues, deployments, projects, research and all other tasks.

*Expected Result: Up to date and accurate records maintained at all times.*

### Skills & Knowledge

Develop and maintain acceptable product knowledge of all relevant servers, computers, accessories and software sold by our suppliers and distributors.

*Expected Result: Have a good and up to date level of understanding of all relevant hardware and software.*

Study for and earn Microsoft certifications and other relevant certifications.

*Expected Result: Have current certification or be studying towards at least one Microsoft Certification.*

Attend open days, training courses and exhibitions.

*Expected Result: Have a good and up to date level of understanding of all relevant hardware and software.*

### **Key Skills**

- An in depth understanding of computer systems and technology.
- Focus on achieving customer satisfaction.
- Focus on achieving the best result for the customer as a whole.
- Effective communication, motivational, and organisational skills.
- Structured problem analysis and resolution
- Timely and reliable service
- The ability to complete assignments within acceptable time limits
- Display effective telephone skills.

### **Personal Qualities**

- The ability to deliver a high level of customer service and customer focus.
- An ability to work under pressure.
- An ability to quickly adapt to changing work needs.
- A high level of organisation and work management skills.
- An ability to prioritise tasks and complete them.
- An ability to clearly document procedures.
- Display appropriate standards of office courtesy and maintain an appearance at customers' premises consistent with that of a provider of professional services.
- Effective communication, motivational, and organisational skills

### **Professional Skills**

- Pass academic and professional exams to maintain a minimum of MCP certification status in the most recent Microsoft Operating System.
- Keep up to date with developments in the commercial and professional environment.
- Demonstrated experience with a wide range of computer systems and application software, in particular, Microsoft software.

### **Responsibility to Uphold Confidentiality**

Employees shall not at any time or for any reason, whether during the term of the contract or after its termination, use or disclose to any person any confidential or commercially sensitive information relating to the professional, commercial, or financial operations of Decision1, or to the personnel of Decision1, except so far as may reasonably be necessary to enable the employee to fulfill his/her obligations under the employment contract and job description.

Where information held by the employee relates to issues of individual privacy or professional, commercial, or financial sensitivity, this confidentiality shall be maintained after employment for a period of not less than 12 months, or to a date on which the confidential or commercially sensitive information no longer affects or has the potential to affect the professional, commercial or financial operations of Decision1.

Employees must not convey or transmit computer network passwords to any other person.

### **Health and Safety**

It is an expectation of all staff appointments that good health and safety practices are modelled at all times and relevant Decision1 policies and procedures followed.