



# CLIENT TECHNOLOGY SUPPORT I, II, III JOB DESCRIPTION

## POSITION SUMMARY

The Client Technology Support I, II and III are responsible for identifying issues, maintaining computer systems, troubleshooting errors that arise, repairing computer hardware, and providing overall technical support to customers. Client Technology Support I, II and III are professionals with hands-on experience in repair, maintaining hardware, and restoring network/internet issues.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

### Client Technology Support I:

- Provide technical support to customers
- Answer product-related inquiries in a timely manner
- Provide hands-on involvement and support of IT projects with customers
- Maintain customer relationships to ensure customer satisfaction
- Install and perform minor repairs to hardware, software, or peripheral equipment following design or installation specifications
- Manage help desk queues
- Perform other work-related duties as assigned

### Client Technology Support II:

- Perform technical duties in support of hardware and software maintenance, user support, training functions and customer workstations
- Troubleshoot and configure various network components
- Respond to client inquiries concerning systems operations and diagnose system hardware
- Collaborate with various departments including Account Managers and Engineers (in preparing evaluations of software & hardware) or recommending improvements
- Remain informed of new developments and trends to make recommendations to Account Infrastructure Manager on desirable additions or replacements as appropriate
- Provide first and second line support to customers via phone, email, virtual meetings, or in-person
- Perform other work-related duties as assigned

### Client Technology Support III:

- Collaborate with Systems Administration and/or Engineers in the development and implementation of customer requirements
- Ensure maintenance of local area networks by tracking significant problems, monitor performance, and install upgrades
- Develop and implement training for technical support staff
- Perform other work-related duties as assigned

## MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

### EDUCATION:

- High School diploma or equivalent required
- Associates degree or equivalent required; computer-related field preferred

- Strong interpersonal and communication skills (verbal and written)
- Positive work attitude
- Willingness to learn
- Proficient in Microsoft Office
- Available to travel if needed
- Maintain a professional appearance and sustain the company reputation to the public
- Available to work in a flexible schedule

**EXPERIENCE:**

**Client Technology Support I:** Some experience assisting with the implementation and maintenance of personal computers and software is required.

**Client Technology Support II:** 1-3 years assisting with the implementation and maintenance of personal computers and software is required.

**Client Technology Support III:** 3-5 years assisting with the implementation and maintenance of personal computers and software is required.

**NOTES**

- This is a home-based position which requires frequent travel by car.
- Candidates are required to possess a valid driver's license and maintain a clear driving history
- Prospective employees will complete pre-employment background screening

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

IT Insights is an Equal Opportunity Employer and complies with ADA regulations as applicable.