CLIENT TECHNOLOGY SUPPORT
JOB DESCRIPTION

POSITION SUMMARY

The Client Technology Support provides technical assistance and support to clients regarding software and hardware issues. They are responsible for troubleshooting problems, diagnosing, and resolving technical issues, and escalating complex problems as needed. This role involves configuring software and hardware, maintaining accurate records of support requests and resolutions, and ensuring client satisfaction through effective communication and timely resolution of issues. The Client Technology Support role is classified as a full-time exempt position under the Fair Labor Standards Act (FLSA) with an annual salary range of $40,000 - $52,000.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

Client Technology Support I:

- Provide timely technical support to clients.
- Address basic product-related inquiries and escalate complex issues to Level 2 Technicians
- Assist in troubleshooting network connectivity issues, software installations, and basic hardware problems.
- Follow standard operating procedures for diagnosing and resolving technical issues.
- Document support requests and resolutions accurately in the ticketing system.
- Collaborate with Level 2 support and other teams to ensure efficient problem resolution.
- Stay updated on basic industry trends, technologies, and best practices to enhance service delivery.
- Participate in training sessions and continuous learning opportunities.
- Perform other work-related duties as assigned.
- Accurately document solutions, procedures, and configurations in the ticketing system and knowledge base.
- Assist with project deployments as required.
- Perform other work-related duties as assigned.

Required Certifications: Client Technology Support Level 1 must complete Comptia A+ or one of the Microsoft Beginner Fundamentals certifications to be eligible for a promotion to the Client Technology Support Level II role.

Client Technology Support II:

- Offer technical support and troubleshooting for escalated issues from Level 1 Technicians and clients.
- Resolve complex technical issues related to network infrastructure, hardware, software, and cloud services.
- Conduct advanced troubleshooting and root cause analysis for efficient issue resolution.
- Serve as an escalation point for Level 1 Technicians, providing guidance and mentorship as necessary.
- Conduct preventative maintenance in client environments, typically after business hours.
- Participate in an on-call rotation to provide after-hours support when required.
- Accurately document solutions, procedures, and configurations in the ticketing system and knowledge base.
- Collaborate with other teams to ensure seamless delivery of services and effective problem resolution.
- Stay updated on industry trends, technologies, and best practices to enhance service delivery.
- Assist with project deployments as required.
- Perform other work-related duties as assigned.

REQUIREMENTS

- Minimum 3 years of experience in a similar technical support role, preferably in an MSP environment.

- Proficiency in troubleshooting and resolving issues related to Windows operating systems.
- Strong understanding of networking concepts (TCP/IP, DNS, DHCP, VPN) and experience with networking equipment (routers, switches, firewalls).
- Familiarity with virtualization technologies such as VMware, Hyper-V, or KVM.
- Experience with on-premise infrastructure including active directory, DNS, file sharing roles, printer sharing roles, etc.
- Knowledge of cloud platforms (Azure, Google Cloud) and experience managing cloud-based services.
- Effective communication skills and professional demeanor in client-facing roles.
- Ability to work independently and collaboratively in a fast-paced environment.
- Proficient in Microsoft Office suite.
- Willingness to travel as required.
- Maintain a professional appearance and uphold the company's public reputation.
- Flexible schedule availability.

ADDITIONAL QUALIFICATIONS
- Certifications such as CompTIA Network+, Microsoft Certified; Azure Administrator Associate, or equivalent are advantageous.
- Excellent communication skills with the ability to explain technical concepts to non-technical users.
- Proficiency in troubleshooting and resolving issues related to Windows operating systems.
- Familiarity with Kaseya portfolio tools including Datto RMM, IT Glue, My Glue, Datto SaaS Protect, Datto BCDR, etc.
- Experience with networking tools such as Cisco, Meraki, Ubiquiti, and Dell.

NOTES
The Client Technology Support role is a hybrid position that requires work in the office, at client offices, and at-home. Clients are required to possess a valid driver's license and maintain a clear driving history, given the required frequent travel by car. Prospective employees will complete a pre-employment background screening.

PHYSICAL DEMANDS AND WORK ENVIRONMENT
This role requires certain physical capabilities to effectively carry out its essential functions. Reasonable accommodation can be provided for individuals with disabilities. During performing job duties, the employee will regularly engage in verbal communication. Additionally, manual dexterity is frequently needed to handle objects, tools, and controls. There may be occasional requirements to sit, stand, walk, reach, climb, balance, stoop, kneel, crouch or crawl. The employee may also need to lift and move items weighing up to 25 pounds. Visual acuity requirements include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The work environment typically has a low to moderate noise level.

This job description does not limit the duties that may be assigned to employees in this position. Employees are expected to follow all job-related instructions and perform any additional duties as requested by management. All responsibilities are essential functions and may be adjusted to accommodate individuals with disabilities. Successful performance in this role requires proficiency in each duty. Certain requirements may exclude individuals who pose a direct threat to themselves or others. The qualifications listed represent the minimum knowledge, skills, and abilities needed. This document does not establish an employment contract beyond an at-will relationship. IT Insights is an Equal Opportunity Employer and adheres to applicable ADA regulations.