

Burgess Technology Services Job Description

JOB TITLE: IT Support Specialist

JOB DUTIES AND RESPONSIBILITIES:

1. Provide remote and onsite support as required, including: installing software and operating systems; updating programming and performing computer upgrades; setting up computers and configurations to meet customer requirements; performing diagnostics, maintenance and repair on desktop and notebook computers.
2. Handle incoming customer support requests and provide quality and efficient customer support via phone or remote management tools. Provide technical support including diagnosing, troubleshooting and resolving computer hardware, software, and network support issues.
3. Make appropriate use of online reference information, diagnostic aids, and ticket history in resolving technical problems. Effectively utilize advanced remote support tools.
4. Review monitoring tickets and take follow up action.
5. Handle monitoring and remote checks of customer equipment as assigned.
6. Perform virus/spyware scans and critical security updates.
7. Manage user accounts, permissions, password resets, email, anti-virus, printing, and security.
8. Undertake routine preventative measures.
9. Project a positive company image when dealing with any customer, and identify sales opportunities.
10. Be proficient with Autotask and utilize its functionality appropriately.
11. Create and maintain appropriate documentation.
12. Communicate clearly and effectively with customers, and project a positive company image.
13. Keep up-to-date with new technologies and solutions.
14. Other duties as assigned.

QUALIFICATIONS/EXPERIENCE:

1. Proficient with Antivirus software, Backup software, remote management tools and desktop operating systems.
2. Ability to analyze situations promptly and to determine the proper course of action, including a strong troubleshooting ability.
3. Strong customer service orientation.
4. Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.
5. Team player with excellent communication skills.
6. Strong listening and recall skills.
7. Technical certifications are a plus.
8. Must be able to climb stairs.
9. Must be able to lift 50 pounds.



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OTHER REQUIREMENTS:

1. Travel, primarily within Maine, will be required. Must have reliable transportation and a clean driving record.
2. Must be able to pass a background check required by Burgess Technology Services and any subsequent customer background checks that may be required.
3. Serving on duty rotation, including carrying and responding to off hours Pager on assigned weeks, may be required.
4. Occasional overtime work may be required.

Revised: 12/11/23