INTERNAL / EXTERNAL JOB POSTING

JOB TITLE: BIS Ops Support Technician – Level I  WORK HOURS: 40 / Week
FACILITY: Bozeman  JOB CLASSIFICATION: Hourly/Non-Exempt
DEPARTMENT: Business Information Systems  POSTING EXPIRES: Open till filled

SUMMARY OF JOB DESCRIPTION

The Level I BIS Ops Support Technician’s role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core duties and responsibilities include the following. Other duties may be assigned.

- Complies with company ethics, code of conduct, policies, and best practices, with a commitment to safety in the workplace, valuing of diversity, and promotion of a harassment-free environment.
- Maintains positive and courteous demeanor with guests and employees.
- Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from service desk customers.
- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.
ESSENTIAL DUTIES AND RESPONSIBILITIES (continued)

- Reinforce SLAs to manage end-user expectations.
- Responsible for daily resolution of hardware related and level I end-user support requests (password reset, network printer and local printer installs, email configuration, general troubleshooting)
- Responsible for creating documentation of computer configurations and changes
- Responsible for preparing hardware only purchasing requisitions
- Responsible for maintaining asset inventory (mobile, desktop, laptop, and IP phones)
- Responsible for performing printer installs / printer problem troubleshooting
- Responsible for new hire hardware preparation / setup / domestic equipment shipping
- Responsible for new cellular line contract setup / porting / tracking
- Responsible for iPhone OS setup
- Responsible for iPad setup / porting / tracking
- Responsible for asset labeling / tracking
- Responsible for computer and other hardware warranty case handling / tracking
- Responsible for workstation software installations / push

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The optional categories listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- College diploma or university degree in the field of computer science and/or 2 years equivalent work experience.
- Knowledge of basic computer hardware.
- Experience with desktop and server operating systems.
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities.
- Experience with desktop and server operating systems.
- Familiarity with the fundamental principles of ITIL.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.

Language Skills:
- Fluent English language skills required.

Mathematical Skills:
- Basic mathematical skills required.
QUALIFICATIONS (continued)

Reasoning Skills:
  o Written expression and comprehension, oral expression and comprehension, problem sensitivity, speech clarity and recognition, and inductive and deductive reasoning required.

Computer Skills:
  o Advanced Microsoft Windows Operating Systems use skills
  o Basic Microsoft Office use skills

Other Skills and Key Competencies:
  o Ability to conduct research into a wide range of computing issues as required.
  o Ability to absorb and retain information quickly.
  o Ability to present ideas in user-friendly language.
  o Highly self-motivated and directed.
  o Keen attention to detail.
  o Proven analytical and problem-solving abilities.
  o Ability to effectively prioritize and execute tasks in a high-pressure environment.
  o Exceptional customer service orientation.
  o Experience working in a team-oriented, collaborative environment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 75 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Applicants interested in applying for this position can submit resumes to recruiting@mesalabs.com.