

Tech Support

Department: IT

Reports To: IT Manager

FLSA Status: Non-Exempt

Approved Date: January 2014

General Summary

Provides customer service and technical support for Internet subscribers. Troubleshoots software and hardware problems related to Internet applications. Develops and authors web documents for company website, including programming and implementing scripts. May extend to assist in development of websites for business customers. May serve as telco's webmaster. Systems administrator for company or "corporate" LAN systems (servers and workstations). May conduct Internet seminars and training. Researches complex Internet problems and issues to determine solutions. Updates customer Internet account information as appropriate.

Essential Job Functions

- ◆ Provides technical support to Internet customers by troubleshooting software and hardware problems, and explaining features and service changes.
- ◆ Provides Internet technical support to company employees as needed.
- ◆ Manages and maintains all company Local Area Network assets.
 - Workstations
 - Active Directory Server
 - Offsite backup archive
 - Exchange email server
- ◆ Bill Pay web server and related database systems.
- ◆ Manages and maintains all aspects of the "subscriber" network to include but not limited to:
 - Configure, provision and maintain an inventory of all Customer Premises Equipment (CPE) issued by the company.
 - Wireless Broadband Subscriber Module radios
 - DSL modems
 - May assist in customer installations.
- ◆ Provides computer repair and network design and installation services to any customer (including Filer Mutual non-members) under the "Tech Team" label.
- ◆ Designs and develops the company's website. Uses HTML, PHP or other language and works with marketing department to keep the website updated with relevant and accurate information. Serves as company webmaster.
- ◆ Designs and develops websites and graphics for business customers. Uses HTML, PHP or other language and coordinates with customer for periodic updates as defined in an agreed upon Service Level Agreement (SLA).
- ◆ May develop and conduct seminars and training programs for Internet usage.
- ◆ May perform special Internet-related projects as requested.
- ◆ Performs all other related duties as assigned by management.*

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Knowledge, Skills and Abilities

- ◆ CompTIA A+ Practical Application Certification required.
- ◆ Cisco CCNA Certification required.
- ◆ Knowledge of computer operating systems, including Windows, Linux and MAC-OS.
- ◆ Knowledge of Web technologies, technical languages, browsers, search procedures, search engines, platforms and applications.
- ◆ Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to read and interpret technical documents.
- ◆ Knowledge of graphic design and computer file management.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of company products and services.
- ◆ Skill in operating various equipment to include but not limited to:
 - scanners
 - digital cameras
 - CD/DVD writers
 - Mobile / handheld devices (smart phones, tablets, etc.)
- ◆ Skill in operating various office equipment to include but not limited to:
 - Any workstation or laptop computer
 - copier
 - facsimile machine
 - telephone system
- ◆ Skill in designing and publishing websites.
- ◆ Skill in problem solving and resolution.

Education and Experience

High school diploma or equivalent plus one to two years specialized training in computer science. Two to three years of experience in Internet/website design also required. General customer service experience.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

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Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

I understand the job description as outlined above and have been given an opportunity to ask questions regarding job duties and requirements.

Signed: _____

Date: _____

Manager's Signature: _____

Date: _____

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