



IT Support and Telecommunications Specialist

Overview:

The IT Support and Telecommunications Specialist is the provider of IT support and telecommunication services for the BMH information technology department. This is a key IT role responsible for delivering first line customer service for IT services, administrating strategic IT operations, efficiently resolving help desk requests, installing PCs and other computer equipment, and assisting with small scale technology projects. This is a growth position for a strong performer demonstrating superior performance with the opportunity to gain additional responsibility in networking, web design, application development, and SQL programming.

Superior Performance Objectives:

- Provide high level of customer service to all Halo users
- Administrate IT assets accurately and timely with asset management process: hardware, software, licensing
- Manage IT purchase process accurately and cost effectively
- Build and install PC and other computer technology with high quality and timeliness
- Facilitate and create documentation for the IT knowledge base
- Track and manage IT support incidents
- Facilitate and manage IT training programs
- Responsible for all telecommunications
- Administrate Intranet user accounts

Qualifications:

- BS with strong academic performance in Computer Science/Information Systems , Math or similar field of study
- Knowledge of Windows XP, Windows 7, local-area and wide-area networks and IIS
- Help Desk experience in Microsoft Office and network environment. Printer installation experience. Windows Training and/or demonstrated, practical experience in computer skills
- Strong communication skills
- Maturity to work independently
- PC/laptop building experience
- Ability to analyze situations and develop solutions to problems in a timely manner

- Excellent organization and prioritization of daily tasks and projects
- Team player with positive attitude
- Ability to deal with interruptions while maintaining progress toward completing tasks
- Ambition and desire to succeed and have fun and enjoy life

Attributes:

- Superior interpersonal skills
- Excellent customer service skills (Servants heart)
- Good writing skills
- Great team player
- High level of integrity: trustworthy and considerate of others
- Serve with enthusiasm
- Handle problems proactively
- Able to learn new technologies from senior IT staff members
- Able to solve problems on own
- Positive, energetic, and optimistic – “can do” attitude
- Willingness to perform routine tasks as well as more complex ones
- Creative energy regarding doing things better
- Provides ideas and insight on improving IT, BMH, and Halo

General Duties:

- Provide level 1 and 2 IT customer support including some after hours support.
- Administrate IT purchasing from user request to approval to purchase to receiving and delivery
- Maintain and Verify Backups of all systems (Servers, Databases, etc.)
- Respond to user problems and troubleshoot hardware and software.
- Setup user accounts and maintain the corporate email on Exchange
- Maintain network security and the corporate antivirus program.
- Facilitate IT training for users
- Create IT documentation for IT Knowledgebase
- Build and install PCs, laptops, and other computer equipment
- Assist on technology projects as needed
- Administrate adding, deleting, and updating user accounts
- Administrate Intranet user accounts
- Responsible for corporate long distance (Skype Business, 1-800 numbers, etc.)
- Responsible for the automated attendant and routing of all calls to the appropriate resources (Skype business, cloud VOIP)
- Responsible for all Smart cell phone technologies (Interfaces, applications, and corporate usage)
- Responsible for video conferencing: Polycom, WebEx, GoToMeeting, Skype Video, etc.)

- Responsible for all audio conferencing (Free Conference)
- Responsible for setting up international travelers with the necessary communication tools

Training

- Train coworkers in MS Windows, MS Office, and other hardware and software products annually.
- Pass the exams for certifications as deemed necessary.

Certifications (Pursued during 1st Year)

- MCTS: Windows 7 Certification
- MCITP: Enterprise Desktop Support Technician

Scheduled Reports/Activities:

Description	Frequency
Respond to and fix incoming IT user requests	Continually
Replace backup tapes	Daily
Prepare monthly, quartely, and yearly Help Desk Reports	Monthly
Test backup tapes	Monthly
Clean Office Spring Cleaning	March
Complete Employee Training	Annually
Provide IT Operation reports	Monthly