

TECHNICAL SUPPORT SPECIALIST – TIER 2

Job Description:

Northern Virginia Managed Services Provider is seeking a Tier 2 Technical Support Specialist to work within our managed services team. This position is located in the Chantilly, V office. The successful candidate will be able to thrive in a challenging 100% customer-facing environment.

You will be responsible for maintaining the design and integrity of the internal systems, including hosted and cloud environments, as well as providing technical assistance to clients with system and network requests.

BASIC JOB FUNCTIONS:

- Responsible for handling customer service requests in a professional and timely manner. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware, Citrix, and Microsoft.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Administer hosted and cloud solutions for customers using technologies that meet their requirements.
- Support disaster recovery solutions.
- Remote access solution support: VPN, Terminal Services, and Citrix.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- Monitor, respond and resolve help desk tickets.
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review.
- Document maintenance for all computer systems and network infrastructure.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service or project issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses.
- Understand and be able to complete critical business processes.
- Work through a daily schedule that has been established through the dispatch process.
- Work through project tickets and phases assigned by a Project Manager.
- Enter all work as service or project tickets in the ticketing system.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.

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EXPERIENCE, KNOWLEDGE, SKILLS, AND/OR ABILITIES REQUIRED:

- 3-5 years IT experience in roles of increasing responsibility. Having worked for a Managed Services Provider is a plus.
- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Cisco CCNA, or VMware VCP.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Self-motivated with the ability to work in a fast-paced environment
- Must have a clean driving record and pass drug and background screening.

NOTE: This is a full-time W-2'd position - NOT a contract position.