

**JOB DESCRIPTION****Technical Support Engineer**

Contract Period: Year-round position, salaried, non-exempt

Supervisors: IT Director

Qualifications: Associate's, or combination of related experience and/or industry specific certifications and education. Experience supporting applications and related configuration issues. Self-motivated team player, with focus and confidence to work independently when required. Experience with a variety of computing platforms, such as: Chromebooks, Windows Desktops, Apple (iMac, iPad, and MacBook), and other commonly used end user devices. Familiarity with basic wireless networking concepts. Experience centrally managing an enterprise deployment of Adobe Creative Cloud, and AutoCad a plus.

Description: This position provides enterprise-level assistance to end-users. The responsibilities include resolving network issues, configuring IT managed applications, operating systems / hardware, and using all available means to provide immediate end-user support.

**Key Responsibilities:**

- Diagnose and troubleshoot all technical issues, including account setup, software/hardware issues, and network configuration.
- Assist with installation of applications and programs.
- Ability to ask customers targeted questions to quickly understand the root cause of an issue.
- Utilize the ticketing system email, and in-person campus visits to give end-users quick answers to IT issues.
- Track and documents issues and all follow-up using Help Desk ticketing system.
- Properly escalate issues to other IT staff, and management.
- Prioritize and manage several open incidents at one time. Follow-up with end-users to ensure problem is resolved.
- Regularly update IT Knowledge-base with new best practices and how-to guides.

Please note this job description is not designed to cover or contain a comprehensive list of all activities duties or responsibilities that are required of the employee for this job. These may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_