



## JOB DESCRIPTION

Division/Department	IT Department
Location	Corporate office – Topeka, Kansas
Job Title	Information Technology Specialist – Tier 2
Reports to	<i>Title</i> Information Technology Manager

Travel: Up to a maximum of 10% travel within State of Kansas may be required.	Type of position: <input checked="" type="checkbox"/> Full-time, Hourly Minimal overtime required	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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### GENERAL DESCRIPTION

The Information Technology Specialist will work directly with the IT Manager to provide user and customer support on related network, print, scan, and fax devices.

- Provides 2<sup>nd</sup> Tier IT phone, remote go-to-assist and on-site support for customers requesting help with Network and/or other MFP related connectivity needs (print, scan, fax, etc), research fixes, documenting issues, status and resolutions into tracking system. Provide responsive and quality support with excellent proactive follow-up communication. Create client loyalty by delivering superior customer service.
- Promote and facilitate ongoing development of Century United Help Desk Team.
- Provide company and customer support utilizing relationship development to include phone and/or remote support.
- Troubleshoot problems and advise as to the appropriate action to be taken in the most efficient manner.
- Follow standardized help desk procedures, while continually looking for ways to create efficiencies.
- Escalate more involved problems to the appropriate Tier 3 support team.
- Act as a liaison between customers and technical escalation teams.
- Exhibits a readiness to work with all team members to improve company processes.
- Performs all other duties and projects as assigned.

### WORK EXPERIENCE REQUIREMENTS

- Minimum of 3 years technical work experience with a strong background in Network support to include network hardware, applications and configurations.
- Hands-on experience in Windows Networks/Domains, Desktop/Server Operating System (Windows 2008/2003 Server, Windows 7/Vista/XP OS), Network security, Network Design and Implementation, Virtualization, Exchange/SQL, Router/Firewalls (SonicWall), Active Directory, etc.
- Intermediate planning, communication and interpersonal skills to include experience in a help desk environment and client relations. This role requires excellent customer service skills and the ability to work closely with users providing assistance with all of their computer related needs and requests.
- Must be self-directed, managing multiple projects and priorities as assigned.
- Strong proficiency and knowledge with Word, PowerPoint, Excel, Outlook, etc. SharePoint experience also helpful.

### EDUCATION REQUIREMENTS

- BS in Computer Science or related degree or equivalent work experience required.
- Relevant certifications are preferred, such as: A+, Network+, MCP, MCSE, Security+, CCNA, CCNP, CCVP, CCIE, etc.