

## OPTI-VISE IT JOB DESCRIPTION

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<b>TITLE:</b>	Service Desk Technician - Tier II
<b>DEPARTMENT/TEAM:</b>	Technical Support
<b>REPORTS TO:</b>	Operations Manager
<b>STATUS:</b>	Full time
<b>SALARY RANGE:</b>	\$35,000 - \$55,000, <i>dependant on skill level and experience</i>

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### OVERVIEW

This position is a hands-on technical role that comes with many benefits such as working with an innovative team, a strong focus on goal achievement and integrating the latest technologies. Opti-Vise IT technicians work in a fast paced managed services environment with clients spanning Southwest Ohio, Southeast Indiana and beyond. An Opti-Vise IT technician is expected to provide first class technical support to a variety of clients across multiple technology platforms. Day travel is expected; transportation is covered. Intermittently, responsibilities that fall outside the scope of this role as defined in this document may also be included in the technician's job duties.

As a primary component of Opti-Vise's relationship with its customers, the Technician in many cases is the customer's IT Department. Technicians are expected to work with customers and customer vendors to install, configure, maintain, troubleshoot, and repair systems and system components as needed. Customer vendors may include communication carriers, Internet Service Providers (ISP's), hardware/software resellers, etc.

As a Tier II Technician, you are responsible for ensuring that issues are resolved in a responsive manner, to the client's satisfaction, and meet service level agreements. Candidate is required to provide phone support, travel to Client sites, identify, troubleshoot, and resolve Client issues with courtesy and professionalism. Excellent customer service, communication, time management, conflict resolution, and problem determination and resolution skills are essential.

A Technician serves in the role of "trusted advisor" for each customer with whom they engage. As an element of this responsibility, it is the duty of the Technician to address and resolve technical and systems issues as quickly as possible. At times, this may mean that the Technician must continue working past normal working hours (8:00 AM – 5:00 PM) to ensure resolution to reported problems/issues and to minimize customer down-time. By nature, some systems and server maintenance must be performed outside of normal working hours. Work hours of 40-45 hours per week are expected and normal. Included in this figure is after-hours work, which averages approximately eight (8) hours monthly.

### ROLE RESPONSIBILITIES

- *Monitor, analyze, and resolve desktop level incidents for our Managed Services clients.*
- *Field client phone calls, emails and create tickets.*
- *Ensure all tickets are updated with accurate information.*
- *Resolve Tier 1 and Tier 2 level tickets.*
- *Escalate tickets to appropriate queue when needed.*
- *Communicate technical issues and resolutions with clients in business terms.*

- *Provide technical assistance for incoming issues related to computer systems, software, and hardware.*
- *Utilize tools to proactively maintain and monitor performance of our client's networks.*
- *Install, upgrade, and repair computer hardware and software.*
- *Run diagnostic programs to resolve problems.*
- *Strong organizational and time management skills.*
- *Ability to work independently as well as in a team environment.*
- *Work with other team members, vendors, and alliance partners as appropriate to collaboratively address client requests and resolve technical issues.*
- *Participate in group discussions, meetings, work teams, and company meetings/events as required.*
- *Enter time on a daily basis, and submit timesheets on a weekly basis.*
- *Dress appropriately for all activities performed on behalf of the company*

#### **REQUIRED ROLE QUALIFICATIONS**

- *2+ years of experience providing IT desktop support and/or network technician duties.*
- *Above average customer service skills. Need to be able to communicate effectively with owners of client businesses and employees of client businesses. Attitude and demeanor needs to be professional and humble, projecting an eager willingness to serve the client.*
- *Strong familiarity of Microsoft operating systems with emphasis on Windows 7 / 10 and the Office suite including O365.*
- *Basic knowledge of Active Directory, Windows Server management, file and share permissions, drive mappings, and offline files.*
- *Understanding and application of basic networking concepts such as DNS, DHCP and firewalls.*
- *Ability to configure and troubleshoot basic network equipment such as firewalls, wireless access points and switches*
- *Excellent knowledge of providing hardware support of desktops, laptops, scanners, printers, mobile devices, etc.*
- *Ability to lift at least 30 pounds and climb stairs or ladders.*
- *Valid driver's license and ability to pass background check.*
- *Willingness to obtain industry certifications.*

#### **DESIRED ROLE QUALIFICATIONS**

- *Microsoft IT Certifications*
- *Certifications: A+, Network+, Security+, Datto*
- *2 or 4 year degree in IT or an Information Systems-related discipline*

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**To apply for this position, send your resume to [jobs@opti-vise.com](mailto:jobs@opti-vise.com).**

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