



## Job Description

**Job Title:** Technology Tier II Technician

**Department/Division:** Technology

**Reports To:** Technology Manager

### **Job Summary:**

The Technology Tier II Technician is the core functionality position of our Technology team. This position is the front line for the company's technical support and directly interacts with users and works in a swift and timely manner to resolve their issues.

### **Responsibilities:**

- Practice strong customer service to help foster and enhance our relationships with our clients.
- Benchmark, analyze, report on and make recommendations for the improvement and growth of the technology infrastructure, which includes desktop, network, server and voice systems.
- Maintain current knowledge of relevant technology and researches industry best practices.
- Gain and maintain certifications in assigned area of expertise.
- Work with the end user to resolve desktop level helpdesk tickets.
- Coordinate with Technology management to resolve desktop, network, server and voice hardware or software based issues.
- Mitigate future issues by monitoring and proactively resolving issues before they reach a critical state.
- With moderate guidance from other project members, create and maintain basic to moderately complex systems for the benefit of internal and external customers.
- Assist in the development of technical application design documents.
- Under moderate guidance of other project members, provide initial unit testing of all system changes with the goal of providing a stable production environment.
- Assist project team members in developing scope documents and project estimates.
- Communicate consistently and effectively with customers and business associates to build trust and create successful partnerships.
- Develop knowledge of internal and external customers' business and help provide options to resolve issues or proactively advance organization forward.
- Complete assigned tasks in a timely manner, track hours and communicate status to project manager.
- Track all documentation and communications through Carrier Access, Inc.'s internal database.
- Understand the impact of projects on both business and technology infrastructure.
- Mentors and coaches for the development of others.

- Perform other tasks as needed and/or requested.

**Desired Qualifications/Skills:**

- Exceptional customer service orientation.
- Associate's degree and 4+ years of related information systems experience
- Strong technical knowledge of telecommunications, network and PC operating systems.
- Competence in diverse technology skills, including desktop support, network/server/voice infrastructure design/build/modification, Business application management and LAN/WAN administration.
- Excellent verbal and written communication skills.
- Ability to conduct and direct research into technical issues and products as required.
- Ability to present ideas in a business-friendly and user-friendly language.
- High level of self-motivation.
- Keen attention to detail.
- Proven analytical, strategic thinking and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to thrive in a culture of growth, change and continuous learning.
- On-call availability
- Ability to travel
- Ability to work in an environment which may require:
  - sitting for extended periods of time
  - dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components
  - occasional inspection of cables in floors and ceilings
  - lifting and transporting moderately heavy objects, such as computers and peripherals