

Job Title	Technical Support Analyst		
Location	Charlotte, North Carolina		
Division/Dept.	Information Systems		
Reports to	Network & Infrastructure Manager		
Type of position: <input checked="" type="checkbox"/> Full-time w/benefits <input type="checkbox"/> Temp Full-time w/o benefits <input type="checkbox"/> Part-time w/o benefits <input type="checkbox"/> Temp Part-time w/o benefits		Hours <u>40 hrs./ week</u> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Notes: Normal work schedule is 8AM – 5PM Monday – Friday.

## GENERAL DESCRIPTION

As a member of the Information Systems Department, the Technical Support Analyst will be in charge of the deployment; maintenance and support for desktop and laptop computer hardware and software, in addition to supporting server based application and mobile devices. The Technical Support Analyst will also be involved with projects involving the corporate telephone system and the network infrastructure.

**Primary responsibilities include but are not limited to:**

- Management of client desktop and laptop computers:
  - Managing user accounts on Windows domain.
  - Providing technical support by phone, email, TeamViewer, and in person, and logging incidents into Spiceworks issue tracking system
  - Troubleshooting network connectivity issues with client computers, printers, and other devices
  - Maintains an asset inventory of personal computers and software licenses
  - Preparing Windows and Mac computers for associates by installing and testing operating systems and applications, and customizing for the individual users.
  - Ensures antivirus software is installed on PCs, and takes appropriate action when viruses and malware are suspected
  - Maintaining client workstations, including routine maintenance and updates.
  - Advises on workstations that need to be upgraded or replaced
  - Managing the proper disposal of decommissioned equipment, including destruction of data on storage devices.
  - Enforcing network security policies
- Administration of server applications:
  - Windows Server & Linux platforms (Based on skill set)
  - Applications include MediaWIKI, Microsoft Exchange, GFI FaxMaker and TimeForce, among others
- Administration of ShoreTel phone system
  - Sets up and troubleshoots VoIP phone equipment for users
  - Modifies call routing behavior at the request of department managers
  - Installs updates and upgrades as necessary
- Infrastructure Support
  - Building, testing, and installing network cables
  - Supporting facility audio/video systems
  - Administering Unitrends backup system
- Miscellaneous
  - Routinely assists other departments with finding solutions to issues by way of technology
  - Documenting support processes
  - Creates help articles for users on WIKI
  - Helps to enforce software license compliance
  - Configuring Android- and Apple IOS-based mobile devices for email
  - Conducts research on solutions and products, including recommending vendors

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education

- Minimum High School Diploma or General Education Degree (GED); plus 3+ years of experience with PC hardware & software support, or equivalent of Computer Science-related education combined with experience
- Preferred Associate's Degree (A.S.) in Computer Science or equivalent from two-year college or technical school

### Skills/Competencies

- Excellent customer service skills
- Working knowledge of Microsoft Word & Excel, Outlook and Google Docs/Drive
- Excellent technical knowledge of PC hardware and components
- Adept at configuring and troubleshooting Windows operating systems (XP/Vista/Windows 7/Windows 8) and Apple OS X
- Must be familiar with basic networking concepts (TCP/IP) and WiFi connectivity
- Attention to detail
- Ability to work independently and manage multiple tasks
- Good written and verbal communication skills
- Committed team player
- Some tasks may need to be accomplished after-hours and on weekends

### Preferred Qualifications

- Working knowledge of Linux, Unitrends backup, ShoreTel telephone system, Windows Server
- Preferred skill set is 3-5 years
- Basic knowledge of VBA, HTML, DOS batch languages

### Physical Requirements

- Some lifting is required, usually no more than 30 lb. Items typically carried without assistance includes desktop PCs and components, however, carts are also available.
- There is an occasional need to move equipment within and between buildings
- Some travel by car will be required to our retail locations in Greenville, SC and Savannah, GA (Not Frequent)
- Ability to use a ladder, along with common hand tools for repair work

### Work Environment

- The noise level in the work environment is typically low to moderate.

## BENEFITS

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| <ul style="list-style-type: none"><li>• 401K Retirement Savings</li><li>• 9 Paid Holidays</li><li>• Paid time Off (PTO) - up to 5 weeks based on years of service</li><li>• Comprehensive Medical &amp; Dental Insurance</li><li>• Life, AD&amp;D Insurance</li><li>• Short &amp; Long Term Disability</li><li>• Long Term Care Insurance</li><li>• Employee Assistance Program</li></ul> | <ul style="list-style-type: none"><li>• Flexible Spending Account Plan</li><li>• Direct Deposit</li><li>• Annual Service Awards</li><li>• Uniform &amp; Shoes provided for warehouse &amp; manufacturing associates</li></ul> |
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