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| Job Title: | Technical Support Specialist | | |
| Location: | Gainesville, FL | **Classification:** | Non-Exempt |
| Department/Group: | Information Technology | **Position Type:** | Full-Time |

**Summary/Objective**The Technical Support Specialist is responsible for front line support of all office computers, mobile devices, printers, and network devices. The Technical Support Specialist works with other IT staff in installing, maintaining, and troubleshooting technical equipment. This position will support employees of SMS, affiliated entities, and contracted partners. The Technical Support Specialist will report directly to the Sr. Systems Administrator.

**Essential Functions**

* Provide Level 1 and 2 support to all SMS, affiliated entities, and contracted partners.
* The Technical Support Specialist will be expected to setup, maintain, test, install, and repair personal computers, mobile devices, networks, and related equipment.
* Individual will also install add-on computer peripherals, and test for correct functioning and make all appropriate network connections.
* Individual will install, patch, and upgrade Windows operating systems and Windows based software and hardware.
* Individual will be responsible for in-person and remote support of all SMS, affiliated entities, and contracted partners.
* Setup and support wireless systems.
* Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.

**Competencies**

1. Effective communication.
2. Attention to detail.
3. Results driven.
4. Problem solving/analysis.
5. Collaboration skills.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and printers.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to talk, hear, stand, and operate office and computer equipment and phones. Office duties may require bending, reaching, pushing, pulling, kneeling, bending, stopping, mobility, reading comprehension, carrying up to 40lbs., driving a motor vehicle, standing and prolonged periods of sitting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Position Type and Expected Hours of Work**This is a full-time position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m.

**Travel**This position requires frequent same day travel.

**Required Education and Experience**

* High School Graduation/GED.
* Specific knowledge of TCP/IP, LAN/WAN, Ethernet connectivity required.
* Possession of a valid Florida Driver’s license, maintain an acceptable driving record, and accessibility to reliable transportation.

**Preferred Education and Experience (in addition to requirements above)**

* At least (but not limited to) one technical certification (CompTIA, Microsoft Certified Professional).
* Coursework in Information Technology related field.
* Proficiency in Microsoft Office Suite and all current MS operating Systems.
* Experience setting up and troubleshooting VoIP telephones.
* Experience setting up and troubleshooting Android and iPhone handheld devices.

**Additional Eligibility QualificationS**

* Ability to communicate with both technical and non-technical personnel in a clear and easily understood fashion is essential.
* Requires an ability to learn and adapt quickly, and to diagnose problems successfully by telephone or otherwise remotely, and on site visits.
* Ability to install, maintain, and repair personal computers in a Microsoft Windows environment, configure, support, and teach packaged software such as Microsoft Office; install, and support Ethernet networks and the associated clients in both peer to peer and client server networking environments; and provide remote client support using packages such as Remote Desktop and Active Directory.
* Good organizational skills.
* Ability to work with strict deadlines.
* Strong analytical and problem solving skills.
* Detail oriented.
* Excellent verbal and written communication skills.
* Ability to work effectively in a team environment.
* Ability to manage multiple tasks and conflicting priorities.
* Strong customer service skills.
* Ability to travel (limited).
* Knowledgeable about client information system software.

**Work Authorization/Security Clearance**Must be eligible to work in the United States.

**AAP/EEO Statement**Service Management Solutions is committed to providing equal employment opportunity to all applicants, employees, interns, and independent contractors in all matters related, but not limited to:  recruitment, employment, promotion, transfer, training, working conditions, compensation, benefits, application of policies and termination.  Decisions affecting these activities will be made without regard to citizenship, race, color, religion, national origin, marital status, age, gender, disability, sexual orientation, military status or status as a Vietnam-era or special disabled veteran in accordance with applicable federal, state and local laws.  Service Management Solutions is committed to filling positions with the best-qualified candidates based on knowledge, skills, and past job experience.

Americans with Disability Act:  It is our policy to provide reasonable accommodations to persons with disabilities where necessary in order to ensure that such persons have an equal opportunity for employment.  If you require an accommodation you may make the request at any time during the employment process by contacting our Human Resources Department.

**Other Duties**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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| **Last Updated By:** | Chastidy Starling | **Date:** | 11/19/21 |
| **Department Approval:** |  | **Date:** |  |
| **HR Approval:** |  | **Date:** |  |