

## Job Description

**Position Title:** Network/Support Technician

**Job Grade:** 3

**Reports To:** Director of Information Technology

**Location:** SIFE World Headquarters—Springfield, MO



### Summary of Position

To provide immediate resolution to network/support requests within a timely manner and to demonstrate technical expertise and exceptional customer service skills.

### Key Responsibilities

- Interact with customers via telephone, e-mail, or in person to provide technical support and problems solving abilities
- Identify, evaluate and prioritize network and support problems
- Daily Network maintenance
- Analyze network/support issues and formulate plans of resolution
- Utilize all technical resources to solve customer problems
- Escalate unresolved calls to appropriate support specialist or service group
- Participate in on-going training and departmental development

### Key Characteristics

- Excellent Customer Service Skills
- Excellent troubleshooting skills are essential
- Familiarity with Microsoft Office products and network operating systems
- Able to multi-task in a fast paced environment

### Skill Set

- Must have VMware experience with SAN technologies.
- Outstanding customer service and interaction skills;
- Windows Server 2003/2008
- Experience in Blackberry Server and handhelds
- Self-starter with solid analytical and problem solving skills;
- Proficient in
  - Windows Server 2003
  - Win XP/Win 7
  - Software distribution
  - Veritas Backup Exec
  - VMWare 3.5/4.0
  - Laptop/Desktop computer setup
  - File recovery
  - Anti-virus Detection Technologies
  - SAN Technologies
- A desire to be a dynamic team member, contributing happily and enthusiastically to the SIFE team;

### Education Requirements & Experience

- High School Diploma or equivalent
- 2 years Network support and customer service experience