



Technical Support Engineer I

Job Description: Responsible for first level response, incident recording and scheduling of client issues raised via phone, email, or system generated alerts.

Key Job Responsibilities:

- Work out of OneNet Global's Managed Services Operations Center, as the single point of contact to the customer for all types of service requests.
- Responsible for pre-processing service requests that arrive through email, manual entry, or direct customer input in ConnectWise.
- Schedule internal and field technical resources on the ConnectWise dispatch portal.
- Monitor resource schedules in the ConnectWise dispatch portal to ensure prompt and accurate time entry on service requests.
- Coordinate all IT support groups to ensure maximum utilization of billable resources.
- Communicate with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages.
- Take responsibility to ensure that all SLA/KPI objectives are being met according to defined service levels.
- Escalate service requests that cannot be scheduled within agreed service levels.
- Improve customer service, perception, and satisfaction through fast turnaround of customer requests because of a streamlined IT support team.
- Report on the utilization of IT Support resources and successful completion of service requests to the Service Desk Supervisor.
- Other duties and responsibilities as required.

Qualifications and Requirements:

- Pursuing a degree in Computer Science or related field, or equivalent technical experience/training.
- Typing skills to ensure quick and accurate entry of service request details.
- Basic computer and operating system knowledge.
- Ability to match internal resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Prior experience working with a Professional Services Automation tool such as ConnectWise.

Environmental Job Requirements Category:

E1

ADA Category:

1

Knowledge, Skills, Abilities and Competencies:

Candidate must be able to work independently as well in a team environment. They must possess strong analytical skills. – Must be able to think outside the box. As this role is customer facing, applicants must possess excellent oral and written communication with an ability to communicate at all organizational levels. Lastly, they must be a customer oriented and a service minded IT professional.

Preferred Qualifications:

- Highly developed sense of integrity and commitment to customer satisfaction.
- Demonstrate passion for excellence by treating and caring for customers.
- Ability to communicate clearly and professionally, both verbally and written form.
- Capable of handling customer critiques and complaints.
- Ability to have a pleasant, patient, and friendly attitude in a fast-paced environment.
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer care.
- Self-starter and motivated with strong detail orientation, communication and listening skills.
- A willingness to work a flexible schedule and occasional overtime when necessary.
- Possess a strong work ethic and a team player mentality.
- 3 – 5 years of relevant work experience
- 3 years of proven successful experience on a support team
- Ability to speak/hear clearly in person and on phone
- 5 – 10% travel is required and is based upon internal and external customer needs

Additional Requirements:

- Candidate must pass background check required to obtain security clearance level required for K-12 environment access.
- Valid driver license required.
- The Technical Services Representative must be flexible to work all shifts including some holidays.

