

Tier 1 Technical Support Analyst

Job Summary:

The Technical Support Analyst is responsible and accountable for providing technical computer system support and for providing tech-related operation policy and procedure assistance to all users. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware, software and communication links while ensuring minimal downtime and optimal technical performance in accordance with design spec's set by Corporate IT.

Reports To: Manager, Technical Support

Major Responsibilities:

- Front line level 1 support for all corporate websites and applications. Responsible for identifying issues and understanding the required escalation paths.
- Responsible and accountable for providing phone and first level technical support to Centers, Clubs and Corporate Offices regarding all computer systems, network devices, projectors and telephone systems.
- Supports and trains end-users on proprietary POS system as well as all Microsoft and third party software.
- Provide operational policy and procedure assistance to all end-users.
- Responsible and accountable for logging all calls, emails and walk-up requests in the call tracking system.
- Research solution(s) and resolve problems quickly, efficiently and professionally.
- Perform data entry to provide history of repeat calls and issues.
- Provide user training and/or support and follow-up to ensure call resolution and reduce repeat occurrences.
- Responsible and accountable for maintaining current and up-to-date knowledge of Center systems and current operational policies and procedures.
- Responsible for providing level 1 technical support to onsite corporate office users for hardware, peripheral, and software applications.
- Responsible and accountable for training users on software and hardware on-site or at center location.
- Communicate with, and assign calls to, appropriate departments for ticket escalation. Confer with senior technicians to escalate calls if necessary.
- Assign trouble tickets to required service providers to support computer hardware and network issues at the Centers. Follow-up with Centers and service providers to ensure all service requirements have been met.
- Responsible for maintaining customer service levels and performance levels as required by the performance objectives set by Management.

- Assist in software upgrade evaluations to determine ease of use.
- Assist in special projects and/or quality assurance testing that may affect hardware/software supported by Technical Support.
- Responsible for the creating a maintenance of Technical Support documentation and ensure access to current information relating to all aspects of Center operations and Corporate Office.
- Responsible for creating and supporting a positive, professional, team-oriented, harassment-free work environment by understanding and complying with the Company's policies, by demonstrating the Company's values, and being a role model for the Company Brand.

Education and/or Experience:

- Two-year degree or equivalent combination of education and experience
- A+ certification or equivalent combination of education and experience
- Minimum two years job-related experience

Skills:

- Experience with handling calls in the moment through one call resolution
- Excellent analytical skills
- Basic understanding of Databases (SQL Server, MySQL)
- Basic understanding of TCP/IP and network operations
- Basic Understand of Network protocols
- Intermediate understanding of Windows 7 and 8 PC infrastructure and architecture
- Basic understanding of Windows Server 2003
- Intermediate understanding of Microsoft Office Suite
- General PC hardware knowledge and experience
- Customer Service/Helpdesk experience required
- Familiar with Thin-Client environment
- General LAN and WAN connectivity experience

- General knowledge or remote firewall appliances (SonicWall, Fortigate, etc.)
- Cherwell or alternate call tracking system experience required
- VNC or alternate remote control application experience
- Windows Imaging or alternate machine imaging application experience
- AD User Mgmt. experience a plus

Behaviors/Values:

- Passion for Service - Consistently demonstrate a passion and commitment to help others succeed. Make a best effort to understand individual needs, and work tirelessly to maximize results. Build a Community that supports and cares about our members.
- Accountability - Take action and accept responsibility for outcomes. Admit mistakes and then take steps to resolve them.
- Embrace Change - Continually find better ways of doing things. Quickly adapt and respond to change.
- Teamwork - Work together to deliver successful outcomes by developing professional, collaborative relationships.
- Integrity - Do the right thing even when no one is watching. Keep commitments. Be open and honest. Act in a manner consistent with our mission and values.

If interested email your resume to NTamayoshi@kforce.com