



Position Title: Technical Support Analyst II

Date Posted: September 20, 2011 Education: Bachelor's Preferred
Location: Cleveland, OH Type: Fulltime, Regular
Experience: 1-2 Years

Summary:

The successful candidate in the Technical Support Analyst II role provides Apple/Mac/PC technical assistance and support to internal and external customers at SchoolOne/FIT Technologies and its clients: Answers questions or resolve computer problems for clients via telephone, email, IM, and onsite/in person. Identifies root cause of problems, troubleshoots and provides advice to assist users and assists in coordinating with other IT areas to resolve problems. Provides assistance concerning the use of tools including hardware, software, printing, hardware/software installation, electronic mail, operating systems, network issues, web support, telecom, and general technical troubleshooting. Troubleshoots problems and takes corrective action through internal staff or vendors. Works with Infrastructure Services to resolve complex desktop, network, and Internet technical problems. Manages and notifies all clients of infrastructure outages including internal and external supported sites. Receives minimal daily supervision and works independently to some extent.

Essential Duties:

- Responds to requests for technical/desktop support either on the phone, e-mail, or in person (both Windows and Apple products)
- Researches, analyzes, monitors, troubleshoots, and resolves desktop, printers and basic server problems
- Perform routine maintenance following company and vendor standards
- Researches and evaluates new technologies, and keep current regarding new hardware/software products for system enhancements
- E-mail/internet/system support establishes and maintains user emails and active directory accounts
- Maintain confidentiality with regards to the information being processed, stored or accessed by the network
- Local and occasional long distance travel is required

Requirements:

- Any combination of education and training equivalent to possession of a bachelor's degree in computer science, information engineering or other related areas; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein.
- Prior experience configuring and supporting Apple/Mac clients in a domain environment
- Strong understanding of Apple/Mac hardware and software running OS X and above
- Knowledge of current Windows desktop operating systems.
- Knowledge of Microsoft desktop applications, Microsoft developer tools, Antivirus, remote connection technologies and PC troubleshooting skills regarding hardware and software are a plus.
- 1 - 2 years' experience in the Computer Operations, Helpdesk, or Desktop Support areas doing similar work as duties outlined above.
- Knowledge of Web architectures, LAN/WAN networking
- Communicate effectively in both oral and written form; explain technical concepts in non-technical terms to staff; prepare clear and concise written communications;
- Prioritize requests, organize, schedule, and coordinate a variety of activities and projects;
- Ability to learn new software and hardware packages;
- Ability to adapt to changes in technology;
- Ability to work independently and as a team member; establish and maintain cooperative working relationships with all those contacted during the course of work.
- Needs to be highly motivated and able to multi-task
- Good problem solving and consultative skills.
- Must be a team player with a positive attitude, enthusiastic, show initiative, work with a sense of urgency, and be self-motivated.
- Willingness and ability to work 40+ hours and work a rotating after-hours schedule.

- Strong customer service orientation.
- Ability to work unsupervised and follow defined policies and procedures.
- Ability to work with clients, technical staff, and vendors.
- Ability to lift and carry IT hardware as needed
- Reliable Transportation.
- Valid driver's license.

Working Conditions:

- May require evening and weekend work
- May require more than 40 hours a week
- Local and occasional long distance travel is required

To Apply for this Position:

Email your resume to: humanresources@fittechnologies.com

To promote a healthy work environment and provide exemplary customer service, FIT Technologies hires only non-tobacco users.

FIT Technologies offers a comprehensive benefits package including medical, dental, vision, life insurance, paid time off, 401k, flexible spending accounts, and a health and wellness plan with incentives and other programming.