Job Role
Field Technician

Summary

The Field Technician provides customer premise support with the installation and operation of CMA managed services. The individual must possess an intermediate technical skill level, excellent troubleshooting skills, and excel in a fast-paced environment. The position is a primary customer interface for the organization and requires the individual to complete support tasks in a highly positive and responsive manner.

Essential Duties
- Represent the company with a fiercely proactive and positive service attitude.
- Perform onsite installation of servers, desktops, printers, scanners, network devices and other items that connect to the customer's network.
- Collaborate with end users in identifying and resolving issues that prevent the full utilization of CMA managed services.
- Troubleshoot services and resolve complex incidents and problems.
- Collaborate with CMA service partners and escalate items as needed to resolve customer issues.
- Collaborate with other CMA Technology team members team to identify root causes of service issues and implement process changes that prevent future issues.
- Configure CMA managed services and assist in the onboarding of end users. Follow onboarding checklists to verify process and adherence to security and operational standards.
- Communicate the status of issues to management and other team members and keep them informed of on-going resolution procedures.

Additional Duties
- Requires the ability to lift medium-sized objects such as laser printers and displays over 20 pounds, and crawl under desks.
- Escalate performance issues that affect service delivery to management.
- Document internal processes and procedures related to duties and responsibilities.
- Enter time and work notes against open tickets in the company PSA system.
- Work through a ticket queue in the company PSA system.
- Participate in a weekly on-call rotation. While on-call, the service engineer must be available to start resolution of emergency alerts within 30 minutes.
- Actively participate in vendor training plans to maintain and advance their skill level.

Education, Skills and/or Experience Required
- Associate or technical school degree is desired, not required.
- Proven track record of 3+ years professional experience working in a managed service environment.
- Demonstrated progress toward CompTIA or Microsoft certification is desired, not required. Assigned certification and training must be completed within 12 months.
- Basic understanding of architecture components, including servers, operating systems, and networking concepts is required.

- Must possess the ability to communicate well both verbally and in writing to end users and management.

cmaaugusta.com