



Job Role

Technical Support Representative – Level II

Summary

The Technical Support Representative (TSR) supports end users with the installation and operation of CMA managed services. **Support tasks are performed via remote access.** The individual must possess an advanced 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.
- Collaborate with end users in identifying and resolving issues that inhibit user productivity.
- Troubleshoot services and resolve complex incidents and problems.
- Collaborate with CMA service partners and escalate items as needed to resolve customer issues.
- Collaborate with CMA team members 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 3-10 years professional experience working in a managed service environment.
- Demonstrated proficiency in one or more of the following skill areas:
 - Windows Desktop and Server Administration
 - Microsoft 365 Administration with emphasis on Azure AD Premium and Endpoint Management
 - Microsoft Teams Administration including Teams Phone System
 - PowerShell scripting
 - Hosted server operation using Microsoft Azure
 - Advanced networking concepts such as VLAN configuration and network troubleshooting
 - Experience using SonicWALL UTM and/or Ubiquiti network devices.
- Demonstrated progress toward CompTIA or Microsoft certification is desired, not required. Assigned certification and training must be completed within 12 months.
- Must possess the ability to communicate well both verbally and in writing to end users and management.