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| TITLE: | Technical Consultant | DEPARTMENT: | Infrastructure |
| REPORTS TO: | MSP Manager or Project Supervisor | LOCATION: | Alliance Corp Office |
| STATUS: | Non-Exempt | EEO CLASS: | See HR |

SUMMARY:

Under immediate supervision, the Technical Consultant will be responsible for providing support to end users on a variety of technical issues; identifying, researching and resolving technical problems; responding to telephone calls and e-mail requests for technical support; with the objective of resolving as many problems as possible on the initial contact via phone and/or remote access. They will provide guidance to clients on function, usage, and operation of products. They will ensure each ticket is completed fully or appropriately escalated, and that the client is satisfied and understands the work performed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

• Provide IT support for technical issues involving workstations, mobile devices, and related technologies

• Monitor, troubleshoot and maintain workstation performance and stability

• Ensure successful completion of backup processes, virus removal processes, and other automated tasks

• Thoroughly document all work completed and anything relevant to the ticket or client’s request

• Liaison with vendors and internal and external resources to ensure proper completion or escalation

• Maintain ownership of tickets until escalation or completion, notifying the client of any delays

• Utilize Professional Services Automation tools following company best practices including real-time ticket updating

• Stay current on IT trends and knowledge relating to this job and pursue continuing education as necessary

• Maintain knowledge of the company products and services in order to effectively add value to new and existing customers

• Demonstrate commitment to providing outstanding internal and external customer service

• Keep physical work space and bench environment clean and organized

• Assume additional duties as defined by supervisor and executive management

• Follow Alliance Technologies policies and tenets at all times and subscribe to company ethos

EDUCATION, TRAINING, AND EXPERIENCE:

Required

• Aptitude for troubleshooting and problem resolution of IT related issues

Preferred

• 1 year of professional experience in a computer or systems related field

REQUIRED SKILLS:

• Effective analytical and problem solving skills

• Ability to organize and simplify technical information

• Exceptional time management and organizational skills

• Superior interpersonal, written and oral communication skills

• Knowledge of a wide variety of hardware, software, and communication technologies

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

• Primarily indoor work primarily in office environment, both company and customer

• Frequent utilization of manual dexterity and visualizing of computer screen

• Occasional bending, carrying, squatting, twisting and lifting up to 60 pounds independently

• Occasional travel by vehicle