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

SUMMARY:

Under general supervision, the Technical Consultant II will be responsible for providing support to end users and IT professionals on a variety of technical issues; identifying, researching and resolving technical problems; responding to client requests and internal escalations for technical support. They will provide guidance to clients on function, usage, and operation of products. They will provide guidance to co-workers and peers on IT best practices. They will ensure each ticket is completed fully or appropriately escalated, and that the client is satisfied and understands the work performed. They may be required to coordinate, plan, direct, and implement IT project work. They may be required to act as a primary point of contact for clients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

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

• Monitor, troubleshoot and maintain workstation, server, and network performance and stability

• Develop and manage backup processes, virus removal processes, and other automated tasks

• Architect and implement systems, servers, and networks

• 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

• 3+ years professional experience in a computer or systems related field and 1 certification

Preferred

• Bachelor’s degree, 1-3 industry certifications and 5 years 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