Our innovative and growing company is looking to fill the role of associate, technical support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for associate, technical support

- Proficient in computer applications and operating systems is a must
- Troubleshoot various types of hardware issues such as laptops, desktops, mobile devices, and
- Provides Tier II IT technical support services to CCAS Staff, Faculty, and researchers via email, phone, and in-person support
- Acts as the escalation point for junior support staff for resolving incidents on highly complex technical solutions designed and deployed by the Office of Technology Services
- Responsible for owning the ticket queue and managing the daily workflow of the office, including prioritizing the incidents and assigning tasks to junior level staff
- Performs advanced maintenance, troubleshooting, and routine updates on software applications deployed via the college's endpoint management tools, including JAMF Pro, Microsoft SCCM, and IBM BigFix
- Creates and distributes user documentation and knowledge base articles and ensures that junior staff training materials and GW-specific application user documentation is prepared, updated, and learned
- Responsible for enforcing ITIL best practices across the multiple tiers of the help desk, often collaborating with the Senior Technical Support Associate to continually meet or exceed service level agreements, manage and reduce ticket queues, and ensure business functions are continually approved in the

- Provide a professional, prompt and high level of technical support to residential customers in a call centre environment
- Maintain high level of customer satisfaction and encourage usage of Primus' Internet and VoIP Services

## Qualifications for associate, technical support

- Good analytical skills and the ability to prioritize projects
- 2 Years' experience with security system products or video security
- Customer service skills with experience in technical phone or onsite customer support
- Security systems installation experience
- Knowledge of cellular technologies
- Knowledge of LAN/WAN network technologies