



<b>Position Title: Managed Services Tech</b>	<b>Department: IT</b>
<b>Reports to: IT Manager</b>	<b>FLSA Status: Hourly Non-Exempt</b>

### **General Summary:**

The Managed Services Tech's role is to support managed services customers and company desktops, laptops, tablets, networks, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal performance. The person will also troubleshoot common problem areas in a timely and accurate fashion and provide end-user training and assistance when/where required.

### **Essential Job Functions:**

- Perform analysis, diagnosis, and resolution of desktop, laptop, tablet, and network problems for end users, and recommend and implement corrective solutions, including repair or replacement as needed.
- Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, and so on.
- Perform Virus and/or Malware removal.
- Troubleshoot and repair basic network connectivity issues.
- Receive and respond to incoming calls, texts, and/or e-mails regarding end-user problems.
- Assist IT manager with corporate LAN and Data issues as required.
- Ability to account for and bill all services, hardware, and parts provided.
- Perform duties in the shop or onsite at the customer premise.

### **Knowledge, Skills, and Abilities:**

- Extensive knowledge of Server, PC, and network hardware.
- Hands-on hardware troubleshooting experience.
- Working technical knowledge of current network protocols, operating systems, and standards, including IPv4, Windows 7, 8, 10, 11 (Home and Pro Editions), and Windows Server.
- Above general knowledge of Microsoft Office 365.
- Ability to operate tools, components, and peripheral accessories.
- Ability to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Ability to perform operating system reinstallation and data retrieval.
- Self-motivated and directed with keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Effective interpersonal skills and relationship-building skills.
- Strong oral communication skills.
- Ability to present ideas in user-friendly language.
- Strong customer-service orientation.

### **Education and Experience:**

- High school diploma required. Associate in Science a plus, bachelor's in computer science preferred.
- CompTIA A+ Service Technician or equivalent certification and CompTIA Network+ or equivalent certification required, or five to ten years of related, active experience.



- Strong analytical and problem-solving abilities.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to stand and walk				X
Climbing/Stooping/Kneeling				X
Lifting/Pulling/Pushing: Must be able to lift and carry 15 lbs				X
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

Normal working conditions

**Note:**

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.