

Job Title: Technical Support Specialist – Tier I



Job Title:	Technical Support Specialist – Tier I	Job Category:	General IT
Department/Group:	Managed Services	Position Type:	Full Time or Part Time
Location:	145 New Hartford St.	Travel Required:	Local Travel (Overnights and Long Distance Rare)
Reports to:	Managed Services Manager	Salary Range:	\$32K-\$40K

About the Organization:

CCNY Tech is a well-established IT business providing value to client’s business IT needs in every part of the lifecycle for the last 35 years. Our fun and friendly company is continually growing year over year, requiring us to hire talented individuals looking expand their skill set. We have many clients in a variety of different industries including manufacturing, healthcare, and education. We pride ourselves on a family first working culture, providing flexibility to our employees. We strive to provide the very best support for all aspects of IT by providing our employees the training and tools be successful.

Our company is built on 3 pillars:

1. We provide meaningful work, providing a compelling mission that makes each employee feel purpose driven as they look to help customers connect in engaging ways and improve the state of our community.
2. The Second Pillar is about culture and working with good people in a good environment that values transparency, innovation, and customer success.
3. And third, we focus on recognition, being recognized, and being rewarded for the work you do.

Job Description

KEY OBJECTIVES OF THIS ROLE

The Technical Support Specialist - Tier I will be responsible for responding to calls and tickets from clients. The Technician should have a baseline understanding of computer hardware and desktop support. This candidate will be responsible for assisting with projects. The candidate should be capable of documenting problem tickets clearly for other team members to understand their work. CCNY Tech provides document management as well as remote monitoring for end users. The candidate is expected to track work by using the ticketing system.

The candidate should be able to perform the following tasks:

- Networking – Basic understanding of network addresses and their purpose. Should be able to add a device to the network
- Systems Administration – Create new domain users and reset passwords
- Operating system Installation – Windows Operating systems
- Microsoft 365 – Account creations, and email migrations
- Hardware – Should be able to identify computer components and diagnose hardware related issues
- Hard Drive Sanitation/Secure data destruction
- Troubleshoot end-user questions and concerns
- Ensure equipment is fully tested, cleaned and all accessories are in tack
- Obtain manufacture’s certifications to support CCNY Tech’s Product line
- Perform other duties as needed to get the job done or as assigned by management.

- Active participant in CCNY committees and managed services meetings

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- In pursuit of Bachelor’s degree in Network and computer Security or similar degree program.

Or

- Equivalent work experience/certifications (A+, Network+, CCNA, CCSP, MCP, MCSE, and MCSA)

PREFERRED SKILLS

- Excellent verbal and written skills
- Knowledge of Windows operating systems up to Windows 11
- Knowledge of Microsoft 365
- Knowledge of network switches, routers, and firewalls is required
- Virtualization with Microsoft Hyper-V and/or VMWare experience a plus.
- Troubleshooting initiative and professionalism are of utmost importance.

ADDITIONAL NOTES

Hours may vary, hours of business are from 9:00 am to 5:30 pm. After hours support may be required as needed.

Reviewed By:	Jake Sears	Date:	4/4/2022
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time