

Job Title: Technical Support Specialist – Tier II



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| Job Title: | Technical Support Specialist – Tier II | 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: | \$40K-\$55K |

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

ROLE AND RESPONSIBILITIES

The Tier II Technical Support Specialist will be responsible for maintaining business IT infrastructures. The Technician have a baseline understanding of networking and server infrastructures. This candidate will be responsible for assisting with projects. This candidate will be responsible for educating lower Tier Engineers and clients. The candidate should be capable of documenting infrastructures clearly for other team members to understand their work. CCNY Tech provides document management as well as remote monitoring for end users.

As a Tier II, you should be able to install operating systems on PCs and Laptops. The candidate should have a baseline knowledge of active directory and group policy. The candidate should have a baseline knowledge of Hyper-V.

The candidate is expected to track work by using the ticketing system. The candidate will be expected to help with the ticket queue when there is an influx of tickets or if there is downtime between project work.

Job Duties

- Answer Support calls
- Create support tickets
- Networking – Install and configure network equipment
- Systems Administration – Maintain Active Directory, Group Policy, Print Servers, File Servers
- Operating system Installation – Windows Operating systems both PCs and Servers
- Microsoft 365 – Account creations, and email migrations
- Desktop/Laptop/Printers support

- Hard Drive Sanitation/Secure data destruction
- Troubleshoot end-user questions and concerns
- Ensure equipment is fully tested, cleaned and all accessories are in tack
- Identify sales opportunities
- 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 FOR A TECHNICAL SUPPORT SPECIALIST – TIER II

- Understanding of support tools, techniques, and how technology is used to provide IT services
- Knowledge about IT terminology
- History of consistent job attendance
- Computer literacy
- Proficiency and aptitude in learning new software applications and processes
- Excellent verbal and written skills
- Knowledge of Windows operating systems up to Windows 11
- Knowledge of Windows Servers
- Knowledge of Microsoft 365
- Knowledge of network switches, routers, and firewalls
- Virtualization with Microsoft Hyper-V and/or VMWare experience a plus.
- Troubleshooting initiative and professionalism are of utmost importance.

PREFERRED EDUCATION AND EXPERIENCE

- In pursuit of or completed 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)

WORK SCHEDULE FOR A CUSTOMER SERVICE COORDINATOR

This full-time position typically works Monday - Friday from 9:00 AM - 5:30 PM. In rare, emergency situations you may be required to be on-call for nights, weekends, and holidays.

CCNY Tech observes the following holidays:

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving and the day after
Christmas Day

CCNY TECH BENEFITS

- 401K plan after 90 days of service. The plan is a 25% match up to 6% of gross wages with a vesting schedule of 20% vested after 1 year of service with 20% increments increase each year until 100% vested. After 6 years of service, you will be fully vested.
- You will receive 75 hours of vacation pay upon your annual anniversary date up to 6 years. At 6 years of employment with CCNY you will receive 112.5 hours of vacation pay.

- After 90 days of employment, you will receive paid holidays, 37.5 hours of sick time, 15 hours of personal time and 15 hours of vacation time.
- After 180 days of employment, you will receive 22.5 hours of vacation time.
- After 90 days of employment, you are eligible health insurance. CCNY Tech contributes \$225.00 towards your monthly premiums.
- After 90 days of employment, you can participate in our long term/short disability insurance.
- After 90 days of service CCNY Tech offers a company paid \$25000 life insurance policy