



JOB TITLE: **NOC TECHNICIAN I**

JOB PURPOSE:

Provide customer/internal support for desktop/server/network, software, hardware and peripherals. Answer questions or resolve computer problems for clients in person, via telephone or from a remote location.

ESSENTIAL FUNCTIONS:

- Handle a high volume of incoming calls from customers and performing initial trouble shooting
- Desktop/server/network support, application, printing, network and application password changes
- Maintain accurate ticket creation and resolution in company Help Desk System (Connectwise)
- Update Help desk knowledge base with proven resolutions
- Customer prioritization and communication regarding problem resolution strategy and scheduled completion
- Accept and trouble shoot tickets handed up from Level I. Escalate tickets to appropriate next level support when required
- Participate in a weekly on-call rotating schedule
- General Computer maintenance
- Monitor Customer computer/network environments
- Monitor internal network/systems
- Proactive approach to identifying operational improvements
- Adhere to safety policy/procedures
- Comply with the requirements of applicable certifications, legal and regulatory requirements, standards, and the Information Security Management System

ADDITIONAL RESPONSIBILITIES:

- Special Project coordination assigned by management.
- Flexibility in schedule to provide coverage to include days, nights, weekends and holidays
- Cross train with other IT associates
- General housekeeping duties
- Overtime as required
- Other duties as assigned.



EDUCATION / EXPERIENCE:

Degree: Entry level - High school diploma or GED required and 1 or more years of related work experience. An Associate's Degree or higher in Information Technology may substitute experience. Certifications are a plus.

PERSONAL CHARACTERISTICS:

Must be self directed to accomplish goals but function as part of a team; willingness to interact/work with people of diverse cultures, races, and/or nationalities.

OTHER FACTORS:

Motor vehicle record check(s) required for company vehicle. Must pass back ground check and drug screening. A valid driver's license is required.



**A TEAM ABOVE ALL.
ABOVE ALL A TEAM.**

