



Midwest Energy & Communications Role Profile

Support Technician

Role ID: TECHSUPP

Revision: 1

Reports to: Information Systems Manager

Status:

Department: IT

Division: Headquarters

Location: Cassopolis

Wage Scale: A

Wage Level: All

Kolbe C:

Approval: Kerri Wade 07/02/2018

Role Summary

Responsible for Tier 1 help desk support to internal employee users responding to support issues, answering questions, providing technical support via phone, remote desktop and email. In addition to internal support you will also travel to client homes and assist with the connection of smart/connected home technology and address installation and communication problems that cannot be resolved by phone support.

KRA - Key Results Area

This is intended to be only an overview of primary responsibilities for this role. This is not a complete listing of role functions. All Team Members are responsible for assisting the organization with various tasks as directed by management. Special projects and activities may also be created where Team Members talents can best be utilized.

Technical Support

Key internal responsibilities include:

- Diagnose computer errors and provide technical support.
- Troubleshoot software, hardware and network issues.
- Install, configure and upgrade PC software and operating systems.
- Clean and repair computer hardware, such as keyboards and printers.
- Support audio and video equipment in conference room
- Provide technical support over the phone or Remote Desktop.
- Respond to user requests for service and determine nature of support needed
- Resolve software problems for clients via telephone, email, chat, and web sessions
- Investigate error messages and provide guidance to users

Key external responsibilities include:

- Troubleshoot Wifi concerns in client's home
- Update software and/or hardware in client's home to provide the best possible broadband experience.
- Perform a variety of fulfillment duties for clients in their homes including installation and connection of smart home devices
- Ask the right questions to enhance the client experience and reveal diagnostic issues
- Provide recommendations as well as solutions to protect and defend client devices

Competencies

To perform the role successfully, an individual should demonstrate the following competencies:

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Prioritizes data; Sets goals, objectives and strategies for findings; Develops realistic agendas; Allocates and focuses resources; Asks questions when information is not clear.
- Customer* Service - Manages difficult or emotional customer situations; Good listener; Responds promptly and effectively to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance in a friendly, productive manner; Meets commitments. * - Denotes internal and/or external customers
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent challenges and risks; Looks for and takes advantage of opportunities; Demonstrates persistence and overcomes obstacles; Asks for help when needed; Measures self against standard of excellence.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates engaging presentation skills; Participates in meetings.
- Planning/Organizing - Plans work activities; Uses time efficiently; Plans for additional resources; Organizes or schedules other people and their tasks; Sets context for work; Develops action plans with continuity.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Technology - Able to operate various technical equipment including personal computer equipment, such as various software programs and printers.

Qualifications

To perform this role successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience/Education Level:

This role requires the following related experience with equivalent combination with education and training.

- Information Systems (Minimum 1 year experience)

Skills & Proficiencies:

- Information System Integration & Design (Level 2 - Basic. High school proficiency level.)
- Internet Devices (Connected & Wireless) (Level 3 - Intermediate. Up to 5 years and can work with little assistance.)
- Microsoft Office Suite (Level 3 - Intermediate. Up to 5 years and can work with little assistance.)
- Operating Systems (Windows, Mac) (Level 3 - Intermediate. Up to 5 years and can work with little assistance.)
- Smart Home Technology (Level 2 - Basic. High school proficiency level.)

Certificates/Licenses:

- Valid Drivers License

Supervisory Responsibilities

- None - This job has no supervisory responsibilities.

Training Requirements

The following training may be required for this position.

Activities

Work Environment

The work environment characteristics described here are representative of what a Team Member encounters while performing the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 50% of time may be required to travel to and work inside customer homes.
- Open office or cubicle

Physical Demands

While performing the duties of this role, the Team Member is regularly or occasionally required to meet the following physical demands. To assure safety, Team Members in this role must be able to complete the following physical requirements

- Lift 10-50 pounds
- Movement - Reach with hands, arms and lift
- Movement - Use two hands to finger, handle, feel
- Sit and stand intermittently
- Talk or hear
- Travel - More than 30%
- Vision - Ability to adjust focus
- Vision - Close
- Vision - Depth perception
- Vision - Distant

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