

Job Title	Service Desk Support Specialist - Tier 1
Department	Technology & Services
Group	END USER COMPUTING
Reports To	Manager, End User Computing
Exempt/Non-Exempt	Exempt
Employee Type	Full Time
Reason for Updating Job Description	No review needed - Group Structure Reorg
Hiring Manager	No
Manager Signoff	
Office Location	Ipswich, MA
Basic Function	Responds to direct requests for assistance from EIS employees via Phone, Email, or through the Service Desk system. Is the first point of contact for all requests to service desk, including all SDN services.
Essential Functions	<ul style="list-style-type: none"> • Provide first line of support for internal customers by answering Service Desk calls and providing primary ticket triage, distribution and routing services. • Teaches and empowers customer by answering questions, interpreting operating instructions and providing references to online documentation or instructions. • Provide technical support to customers in support of hardware, software, and peripherals • Maintain and enforce corporate hardware, software and anti-virus policies. • Update online Service Desk tracking system, to track progress and status. • Ability to process and prioritize tasks to completion in a timely manner while managing multiple interruptions. • Resolves problems by issuing documented and best practice corrective processes. • Provides related feedback to peers to address inconsistencies or to correct current documentation. • Escalate trouble tickets with to the appropriate support group when more advanced troubleshooting or significant

	<p>amounts of time are required.</p> <ul style="list-style-type: none"> • Provides basic MDM and mobile service troubleshooting and assistance.
Level of degree required	Bachelors Degree in the field or 4 Years equivalent experience
Field of Study	
Required Qualifications Section	
Microsoft Required::::: - Access	> 1 year required
- Excel	> 1 year required
- Outlook	> 1 year required
- PowerPoint	> 1 year required
- Project	> 1 year required
- SharePoint	> 1 year required
- Visio	
- Word	> 1 year required
Languages REQUIRED:::: - ASP.NET	
- C	
- C++	
- C#	
- HTML	
- Java	
- Java Script	
- J2E	
- .NET	
- Object Oriented Language	
- SML/XSLT	
- SQL	
- UML	
- XML	
Database :::::::::::::: - Oracle	

- SQL Server	
Required Qualifications	<ul style="list-style-type: none"> • Minimum of 2 years of PC support skill and experience. This should include desktop, laptop, server, and peripheral hardware. Desktop software, various PC operating systems, 3rd party software, email, and web technologies. • 2+ years experience working collaboratively in a fast paced team environment, with a large customer base. • 1+ years experience working with laptop and desktop hardware and software, including Apple Mac and Windows based systems.
Non-English Fluency Required	
Preferred Qualifications	<ul style="list-style-type: none"> • • Outstanding customer service skills and rapport. • Basic knowledge of Android, iOS and Windows Mobile Operating Systems • Basic knowledge with Mobile Device Management Solutions • Basic knowledge of Microsoft Print Server Management • Basic understanding of switch port management • Ability to follow documented instructions and perform after hours issue escalation
Preferred Qualifications Options	Excellent verbal communication; Excellent written communication; Positive attitude & team player; Strong analytical abilities; Excellent English Language Skills
Certification Preferred	A+, MCP, Network+
Physical Requirements	Scheduled to work in office full time, 5 days per week
Travel Required	No travel required
Drivers License required to perform job?	No
Min. Hrs at Computer daily	Ability to operate a personal computer 7+ hours a day
Min. Hrs on Telephone daily	Must be able to work 7+ hours per day at Computer and/or Telephone
Lifting Required	No significant lifting required

Key Process Owner	
If Yes, list the key process:	
Equipment/Materials "Required" to perform the job:	Computer; Internet Connection; Telephone; Printer; Fax-Scanner; WebCam
Systems & Applications 'Required' to perform the job:	
Additional Comments:	
Status	Pending Approval
HR ONLY - ABRA Job Code	
HR ONLY - ABRA Job Title	
HR ONLY - EEO Code	
HR ONLY - HR Signoff	
HR ONLY - HR Signoff Date	
EP Department	Technology & Services
Group Name	END USER COMPUTING