



JOB TITLE: MSP SUPPORT TECHNICIAN

LOCATION: SHERIDAN, WY

SUPERVISOR: BUSINESS DEVELOPMENT MANAGER

FLSA STATUS: NON-EXEMPT

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

POSITION SUMMARY

This position must have a basic understanding and knowledge of Microsoft Windows system administration and technical support for stand-alone PC hardware and software and local area networks. Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to users on all MSP supported applications. Troubleshoot computer problems, determine source and advise on appropriate action. Complete application project-based work. Perform responsibilities in accordance with all company standards, policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as the first point of contact for local and remote end users seeking technical assistance over the phone or email
- Provides both technical and instructional support
- Installs and maintains PC hardware and software products according to department standards
- Setup end user accounts
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Logs events and problems/resolution in Customer Record
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Maintains, promotes and protects confidentiality with regard to the information being processed, stored or accessed by the end-users on the network
- Excellent written and verbal communication skills and positive professional attitude are required
- Performs routine duties under minimal direct supervision
- Must be able to multitask and prioritize tasks
- Must work effectively as a team player
- Track and log time in an effective manner to help facilitate customer billing and accounting
- Attends company safety and training meetings
- Perform other related duties assigned by management*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.



RANGE

EDUCATION / EXPERIENCE

An AS/BS degree in Information Technology or related field preferred. A High school diploma or equivalent plus one to two years' experience in helpdesk, desktop support, or related experience may be substituted in lieu of a college degree.

LICENSES:

A valid Driver's License is required

GENERAL INFORMATION:

The general work hours for this position are 8:00 am - 5:00 pm Monday through Friday. Overtime will be required on occasion. This is a Non-Exempt position, subject to the overtime provisions of FLSA.

Preferred Application Method:

External Applicants:

Upload Resume and Cover letter AND complete online employment application at our website

<http://www.range.net/careers/>

Or:

Send resume with cover letter to:

Human Resources

email: jobs@range.net