

HARDWARE SERVICE ANALYST - TIER I – FORT WAYNE, IN

Bradford-Scott Data Corporation offers a complete benefits package, including competitive salary and 401K. Please send resume and salary requirements to the attention of Courtney Bowlin at cbowlin@bradfordscott.com or fax at 260-625-6248.

Summary

This position demands excellent problem-solving, communication and interpersonal skills, along with patience, a customer-friendly attitude and the ability to work in a team environment.

This is an entry level role, which under the supervision, guidance, and ongoing training of Hardware Service Analyst - Tier II, Tier III, and Hardware Manager, exists to provide outstanding first level analysis and technical helpdesk support to internal and external clients, with a focus on phone and email level support.

Precise, consistent work output is essential requiring patience and an ability to multitask. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. This position is designed to develop a valued technical expert, who, recognized and supported by management, will be expected to deliver quality work on a consistent basis, supported by established standards, guidelines and procedures.

Specific goals and expectations are outlined and discussed during performance reviews.

Primary Responsibilities

- Provide technical support to internal and external clients
- Use service desk software to record, track and document service requests, problem-solving process, and projects, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Performs post-resolution follow ups with end-user and team members as necessary
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases, FAQ, and any other resources on the internet/intranet to aid in problem resolution
- Assist in performing hands-on fixes remotely or in person, including assisting in installing and upgrading software, installing hardware, implementing backups, configuring systems and applications, and any other tasks as assigned by Tier II, Tier III and Management
- Participates in after-hours on-call rotation
- Assist in developing and creation of checklists, help-sheets, manuals, FAQ lists, training material, and departmental procedures to assist teammates and end-users
- Other duties will be instructed by Tier II, Tier III and Management

Job Requirements

- Associates or higher degree in Computer Technology, Computer Science, IS related degree required, 1 year + hardware-related experience is preferred
- Industry-related certifications preferred
- The ideal candidate will have experience in the following:
 - Basic understanding of LAN and WAN technologies
 - Basic knowledge of computer systems and IT components

Direct Reports

- Employee directly reports to the Credit Union Hardware manager

Skills and Qualifications

- Proven incident and problem solving (troubleshooting) skills with an emphasis on a timely and accurate resolution
- Prior experience interviewing end-users for insight on functionality, interface, problems, and/or usability issues
- Effectively and timely follow-up and follow through without being asked
- Ability to strive for self-improvement, proactive in advancing skills and always having a willingness to learn
- Ability to follow-up and follow through without being asked
- Ability to work with users-required interpersonal, analytical, and problem-solving skills
- Ability to communicate effectively both orally and in writing
- Understanding of project and development plans and ability to clearly articulate roles, project goals, and timelines
- Ability to establish responsible deadlines and personal work and personal work plans
- Ability to investigate and analyze information and to draw conclusions
- Ability to learn and support new systems and applications
- Ability to change and organize priorities as workload dictates

Personal/Team Building Skills

- Must have the ability to work well with other departments, as well as with general public, CEO's of credit unions and staff, etc., and maintain a positive attitude at all times
- Must be passionate about supporting Sharetec's internal and external clients while effectively assisting in solving problems in a very fast-paced environment without losing sight of details and quality
- Self-starter with a strong work ethic and the ability to work with minimal supervision and/or alone when necessary

Physical Effort

- While performing the duties of this job, the employee is frequently required to sit for extended periods of time
- The employee must occasionally lift and/or move up to 120 pounds
- Specific vision abilities required by this job include close vision and the ability to adjust focus
- Responsibilities will include some evening and weekend work in response to needs of the client's systems being supported

Travel

- Up to 10%

*This position is a Non-Exempt position (eligible for Over-Time)