

HARDWARE SERVICE ANALYST - TIER II – 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

Employees of this level are experienced specialists who work under limited supervision and are responsible for resolving issues (via email, phone, IM, or in person) as expediently as possible while providing mentoring, support and guidance to the Hardware Support Tier I role.

The Hardware Service Analyst, Tier II will also manage, monitor, and ensure completion of all phases of multiple hardware projects (small, mid and large range), to insure successful project delivery on time and with quality.

Solutions that this position will implement should minimize risk to the organization and utilize existing resources. Because of the expertise developed in the position, it is necessary to regularly initiate and communicate viewpoints on problems and opportunities, in a factual, straightforward manner, to colleagues and management. Due to the fast paced job environment, decisions must be made quickly and firmly, within the defined scope of job authority and based on job expertise. In general, this is a valued expert expected to deliver high quality, accurate results, while efficiently maintaining and enhancing existing organization systems and standards.

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

Primary Responsibilities

- Provide outstanding first level analysis and technical help desk support to internal and external clients (via phone, email, and IM), as demanded by business needs or required by Management
- 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, resolves incidents escalated by Support Tier
- 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 a Tier III and Management
- Assists in developing and create checklists, help-sheets, manuals, FAQ lists, training material, and departmental procedures to assist teammates and end-user
- Participates in after-hours on-call rotation
- Participates in new systems/products/services roll-outs and project
- Performs training, mentoring, coaching to Tier I, as directed by senior hardware team members and Management
- Other duties will be instructed by senior hardware team members and Management

Job Requirements

- A Bachelor degree in Computer Technology, Computer Science, IS related degree required, 2+ years of hardware-related experience, including installing peripherals and server systems, required
- Industry-related certifications required, including but not limited to CCNA, Net+, Linux+, A+, MCSE, Security+
- Thorough understanding of LAN and WAN technologies
- Thorough knowledge of computer systems and IT components
- Understanding of virtual infrastructures and Backup and Replication procedures

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
- A strong commitment to delivering a superior client experience through direct interaction with clients during support and change management
- Strong and consistent ability to investigate and analyze information and to draw conclusions
- Strong and consistent ability to learn and support new systems and applications
- Strong and consistent ability to effectively prioritize and execute tasks in a high-pressure, fast-paced environment.
- Strong and consistent multitasking ability
- Communicates timely, effectively, and professionally in all forms of communication with internal and external customers
- Ability to communicate effectively with non-technical staff and with members of interdisciplinary teams
- Proven organizational, planning, project management, problem resolution, facilitation, and influencing skills required
- Strong and consistent ability to perform as a project leader of any project from definition to implementation; ability to manage all resources in a manner that project is verifiably accurate and on schedule
- Strong ability for authoritative, quick decision making within defined span of control
- Ability to provide a strong leadership, focused on efficient, accurate, quality work output
- Flexible work hours
- Responsibilities require evening and weekend work in response to needs of the systems being supported

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-motivated, proactive in advancing skills and always willing to learn
- Self-starter with a strong work ethic and the ability to work with minimal supervision and alone when necessary

Physical Effort

- While performing the duties of this job, the employee is frequently required to sit for extended periods of time
- Must have the ability to drive extended distances (up to 12 hours, one way)
- 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 evening and weekend work, and traveling in response to needs of the client's systems being supported

Travel

- Up to 40%

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