Great Circle
Contact: **Rebecca Brenner**
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Address: 1126 East Highway WW
City: Marshall
State: MO
Zip: 65340
Title: **Regional IT Support Technician**
Area: **CIS**

**Position Summary:**
Desktop Support Technician, serve as primary point-of-contact for technical related issues at assigned region. This position reports to the Manager of End User Support.

**Support technologies such as:**
- Windows PC hardware, operating system, productivity software
- Local and Wide Area network connection, Internet connections
- Domain controller and file servers
- Printers, Smartboards, surveillance system hardware
- Support Infrastructure Manager by providing telephone system and network services support, as well as cellular phone support as assigned by direct supervisor
- Document and assess problems, resolving them independently or routing them as needed
- Perform regular maintenance activities, moving equipment, and assisting with technical support projects.
- Upgrade or replace computer workstations
- Provision workstation images through dedicated appliance

**Responsibilities:**
1. Regional point person for technical issues.
2. Work from tickets assigned from Help Desk Ticketing System. Update system with work performed and problem resolution. Reassign to the appropriate personnel when necessary.
3. Coordinate user support issues with immediate supervisor.
4. Monitor and manage end user accounts for computer access and network resources.
5. Set up user profiles, configure email profiles, map network drives and printers, set proxy settings, and install software and local printers.
6. Install and configure operating system (XP, Vista or Windows 7) and other software on workstations as needed including: McAfee Antivirus and Spyware module, MS Office Suite, Adobe Reader and other software.
7. Troubleshoot network, hardware and software issues. Offer fiscally sound solutions.
8. Install software updates and security patches on client computers.
9. Assemble and configure hardware for end users and replace parts for computers out of warranty.
10. Perform client software installation for custom software packages.
11. Support remote users via phone and remote desktop appliance/application.
12. Maintain local hardware inventory list including spare parts
13. Travel to satellite offices and provide support to users and hardware as necessary
14. Work with vendors and contractors as assigned
15. Manage local backup media
16. Possess good customer service skills, patient and friendly in identifying and supporting the needs of end users.
17. Provide support for video conference equipment
18. Provide technical support for external contracts as necessary
19. Provide Tier 1 support for Client Management Systems issues as necessary.
20. Other duties as assigned

Contact Style: Email, Phone

**Deadline: 10/01/2015**

**Requirements / Education and Experience:**
- Associate of Applied Science degree in Computer Information Systems or related field, or equivalent work experience.
- 1-3 years of experience in a business environment with PC hardware, data networking, and software troubleshooting or actively enrolled in technology related degree program with at least 2 years completion towards same.
- Willing to be trained and desire to continue to develop technical skills
- Recommended certifications to have or acquire: CompTIA A+, CompTIA Network+, and MCP
- Recommended development experience a plus
- To have or acquire current Missouri valid driver's license and able to meet the requirements for auto insurance.

**Skills and Qualities:**
- Ability to adjust communication techniques to adapt from a high technical level to a low level, based upon the audience and the situation.
- Teamwork - Effectively works toward common goals by supporting, encouraging, and sharing information with colleagues.
- Initiative - Recognizes what needs done and accomplishes it proactively.
- Technical/Functional Expertise - Possesses the technical and functional knowledge required to perform the job.
- Resourcefulness - Identifies information and materials that contribute to the completion of quality work.
- Customer Focus - Demonstrates the desire to help or serve the customer and committed to continuous improvement of services.
- Critical Thinking - Possesses the ability to understand an idea, situation, or problem through an in depth analysis.
- Accountability - Takes personal accountability for outcomes. Achieves results in expedient manner.
- Able to work independently from assigned tickets.
- Provides complete written documentation on activities performed