ATLANTIC
broadband

Job Title: Support Desk
Department: Information Systems
Reports to: Manager/Supervisor of Information Systems

Summary: The Support Desk will provide support to the employees of Atlantic Broadband, employing a high degree of customer service, technical expertise and timeliness. The Support Desk provides an advance level of remote IT assistance for problem resolution and escalate complex problems to higher tier personnel. Support Desk takes ownership of an issue and follows through on a resolution with end users and other pertinent information technology staff. Tracks support calls in the Help Desk ticketing system.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues
- Leaverage troubleshooting skills, documentation and on the job training to document, resolve or escalate support requests
- Use basic and advanced troubleshooting technique to resolve or route issues pertaining to email problems or features, network connectivity, personal computer problems, and application problems for employees
- Utilize help ticketing system to document and route support case to the appropriate groups who can assist in resolving the issue
- Research questions using available information resources
- Advise user on appropriate action
- Administer help desk software
- Identify and escalate situations requiring urgent attention
- Track user licenses
- Perform computer maintenance, upgrades, and configurations

Supervisory Responsibilities
This position has no supervisory responsibilities.

Education and/or Experience
- Associate's Degree (A.A.) or equivalent from two-year college or technical school; or three months to one year related experience and/or training; or equivalent combination of education and experience
- Knowledge (installation, maintenance, and troubleshooting) of Microsoft Windows OS's, Microsoft Office products
- Knowledge of Microsoft Exchange 2010
- Strong technical skills in troubleshooting hardware configuration and PC troubleshooting

Experience/Skills Required:
- Strong customer-service orientation
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills
- Excellent problem solving skills
- Strong oral and written communication skills
- Strong attention to detail
- Strong ability to work independently
- Prioritize tasks as needed
- Ability to effectively adapt to rapidly changing technology and apply solutions to business needs a must
- Valid driver's license; satisfactory driving

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Flexibility-Able to remain open-minded and change opinions on the basis of new information; performs a wide variety of tasks and can change focus quickly as demands change; manages transitions effectively from task; adapts to varying customer needs.

Initiative- Able to bring about great results from ordinary circumstances; prepares for problems or opportunities in advance; transforms leads or ideas into productive business outcomes; undertakes additional responsibilities and responds to situations as they arise without supervision.

Decision Making- Able to solve problems while exhibiting good judgment and a realistic understanding of issues; uses reasons, even when dealing with emotional topics, reviews facts and weighs options.

Communication- Clearly conveys information through a variety of media (verbal, written, e-mail, v-mail, etc.) in a way that engages the audience and helps them understand and remember the message; listens well.

Self-development and continuous learning- Stays informed of current industry trends; actively identifies opportunities for learning; learns and applies new concepts to improve job performance; shares information with others on the job; takes responsibility for career development.

Customer Focus- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; addresses and resolves service failures; priorities customer needs; makes customer and their needs a primary focus of action.