

**I. Job Overview:**

**Department:** Consulting Services Group (CSG)      **Supervises:** NA  
**Reports to:** Director of Client Service Delivery      **Hours:** 9:30am - 6:30pm

**Team Overview:** The primary purpose of the Remote Support team is to provide immediate remote support for our clients' end-users with their Windows workstations, Thin Clients, MS-Office, MS-Outlook, Active Directory, Desktop Security (Antivirus / SPAM, etc.) VPN Clients, servers, networking, and vendor specific hardware and software. This team comprises of a multi-level support structure consisting of Administrators who provide basic support, Specialists who configure and install Desktop items, and Engineers who are the lead troubleshooters for the team.

**Role Overview:** As a Senior Remote Support Engineer, you're primarily responsible for handling Tier II/III support tickets in a professional and timely manner while troubleshooting, researching, diagnosing, documenting, and resolving highly technical issues surrounding servers, workstations, MS-Office applications, email, other specific line of business applications as well as some hardware/peripheral equipment.

**II. Essential Job Functions:**

**Duties and Responsibilities**

<b>% of time</b>	<b>#</b>	<b>Description</b>	<b>Tasks</b>
70%	1.	Remote - Technical Troubleshooting Services	<ul style="list-style-type: none"> <li>• Perform advanced troubleshooting and resolution support services on clients core Windows Server platforms, server applications, app servers, file servers, and platforms such as: <ul style="list-style-type: none"> <li>○ Windows Server (2008, 2012)</li> <li>○ Exchange Server Migrations</li> <li>○ Active Directory</li> <li>○ Office 365</li> <li>○ SQL Server Builds</li> <li>○ DNS, DHCP</li> </ul> </li> <li>• Remote access solution implementation and support: VPN, Terminal Services, and Citrix.</li> <li>• Work with software, hardware, and service vendors to resolve issues</li> </ul>
15%	2.	Technical Configuration Services	<ul style="list-style-type: none"> <li>• Performs client technical configuration tasks such as: <ul style="list-style-type: none"> <li>○ Workstation Imaging</li> <li>○ Desktop Performance Configuration</li> <li>○ Hardware Diagnostics</li> <li>○ Software Installations</li> <li>○ Virus / Malware Management</li> <li>○ Operating System Upgrades</li> </ul> </li> </ul>
10%	3.	Technical Administration Support	<ul style="list-style-type: none"> <li>• Performs offsite client technical administration tasks such as: <ul style="list-style-type: none"> <li>○ New User &amp; Terminated User Profiles for clients</li> <li>○ Administration of client email account, distribution groups</li> <li>○ Administration of file and folder permissions</li> <li>○ General Windows Administration</li> <li>○ Office 365 Account Administration</li> <li>○ Other items as needed</li> </ul> </li> </ul>
5%	4.	Training & Development	<ul style="list-style-type: none"> <li>• Improves professional and technical knowledge</li> </ul>

**Position Metrics, Goals, Objectives & Expectations are outlined in each individual's *Employee Strategic Plan***

### **III. Qualifications and Specifications:**

#### **Typical Minimum Requirements**

**Technical Requirements:**

- 1 MCP Certification below:
  - MCSA: Windows 2008 Server
  - MCSA: Windows 2012 Server
- 1 MCITP Certification below:
  - MCITP: Windows 2008 Server Administrator
  - MCITP: Enterprise Administrator on Windows 2008
  - MCSE: Server Infrastructure
- Deep knowledge and experience implementing, administering, and supporting the following technologies:
  - MS-Windows Server
  - MS-Exchange Server
  - MS-Windows RDS Server
  - MS-SQL Server
  - MS-IIS Server
  - MS-Active Directory
  - MS Group Policy
  - MS-Windows Professional & Enterprise+
  - Fluent in the following applications:
  - MS-Office, MS-Outlook, Citrix Go-To-Assist

**Typical Experience:**

- Experience working directly with clients to satisfy ongoing requests
- Experience working directly with technical managers as well as non-technical end users
- 3 - 5 years' experience successfully troubleshooting client desktops for 25-150 users
- Fluent in Client Service concepts

**Performance Abilities:**

- Excellent pro-active verbal and written communication skills
- Excellent interpersonal skills
- Organized: Able to manage and complete multiple projects simultaneously
- Detail Oriented: Able to apply consistency throughout the work product
- Efficient: Effective at producing required results in a short amount of time
- Follows direction yet applies judgment and has FPA's best interests at heart
- Team member yet knows when to work independently
- Ability to learn agility

**Physical and Other Requirements:**

- Substantial periods of work utilizing a computer, monitor, keyboard, and mouse
- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse
- Stamina to maintain attention to detail despite interruptions
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone
- Possesses reliable transportation with the capacity to transport equipment such as workstations and Servers
- Possesses reliable transportation to work outside of standard work hours when needed
- Capable of lifting up to 50 pounds (from time to time)

**Note:** *This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.*