



### **ACCi Job Description**

Job Title: Level 1 Technician & Systems Admin Original Date: 11/01/2011

Department: Systems & Services Revision Date: 09/27/2021

Reports To: Service Manager

#### **GENERAL SUMMARY:**

The Level 1 Technician & systems admin role is responsible for responding to and resolving first level end-user service requests. Timely resolution and client satisfaction are the top priorities of this position. A pleasant phone demeanor and the ability to quickly troubleshoot problems, identify the issue, and implement solutions that resolve the issue are the primary requirements for this job.

#### **Required Experience and Knowledge:**

Must possess a minimum of the following industry certifications

CompTIA A+

Basic Helpdesk troubleshooting

#### **Essential Duties and Responsibilities:**

- Answer incoming phone calls to the help desk with a pleasant greeting and a true desire to help
- Create service tickets in ConnectWise based on the issue reported by the client

- Work assigned tickets from the reactive support service boards
- Follow troubleshooting best practices to determine the root cause of the issue
- Utilize remote access tools to resolve issues in a timely manner with proper communication back to the client
- Onsite support & remediation when required
- Escalate tickets to Level 2 support after 45 minutes with no clear path to resolution
- Review email alerts, event logs & monitored boards for reactive actionable items
- Assist Level 2/3 engineers with Information gathering, analysis, and various project tasks
- Perform common administrative tasks (i.e. setup new users, password resets, install software, printer management, email issues, etc.)
- Prep new machines for onsite delivery & configuration
- Update the Status of the ticket through all stages of ticket resolution
- Time must be entered on the ticket and the correct Status set before moving on to the next ticket
- Review the status of all assigned open tickets at the end of each day and follow-up on past due tickets for resolution
- Enter time on ConnectWise tickets as it occurs, and timesheets are submitted on a weekly basis
- Expense reports are entered and submitted on a monthly basis
- Complete assigned training and blueprints on ConnectWise University
- Complete training assignments on selected tools and technologies
- Regular and predictable attendance
- The ability to complete an assigned task in a safe manner and in a constant state of alertness
- The ability to get along with co-workers, customers and other employees
- Upholds company policies, including the prevention of harassment

- Responsible for entering time and expenses in PSA tool as it occurs
- Understand processes in PSA tool by completing assigned training materials and blueprints on the ConnectWise University
- Enter all work as service tickets into PSA tool

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic computer and operating system knowledge
- Basic understanding of business applications, printing systems, and network systems
- Basic network connectivity support & troubleshooting
- Basic knowledge of Active Directory users & computers
- Client email configuration, support & troubleshooting for workstations and mobile devices
- Malware cleanup & remediation
- A+ and Network+ certifications
- Interpersonal skills: telephony skills, communication skills, active listening, and client care
- Excellent verbal communications – listens & repeats back for clarification
- Communicates in an understanding & clear manner, adapts tone & style to the individual
- Must not be easily frustrated or put-off by clients who are stressed or do not know enough
- Ability to work as a team with effective internal communications
- Ability to multi-task and adapt to changes quickly
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment

(Certifications: A+ is required, Network+ is preferred but not required).

It is a Full time position, at our office (not remote)

American Computer Consultants, Inc.  
2496 Valleydale Road  
Birmingham, AL 35244

Pay: \$32,000 - \$35,000 per year

Benefits:

Health, Dental, Life, 401k company match

How to apply:

We are posted on Indeed as "IT Level 1 Technician & Systems Admin" ACCi-Birmingham, AL

They can email their resume and any other information to me at [hr@acci.com](mailto:hr@acci.com)

I am the primary contact (I prefer they email me at the [HR@acci.com](mailto:HR@acci.com) email)