Employee Signature angel jose suazo ramos Date 03-05-2020

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| **Job Title:** | IT Support Technician | **Job Category:** | Technical Services |
| **Department/Group:** | Technical Services | **Travel Required:** | Yes – Onsite Clients |
| **Location:** | ZTS Florida | **Position Type:** | Full Time |
| **Level/Salary Range:** | Service Desk | **Relocation:** | No |
| **Job Description** | | | |
| **Role and Responsibilities**  Visual Edge IT and Zymphony Technology Solutions are part of VET Technologies with annual revenues approaching $400 million and 92 locations in 22 states.  This position is based from our office in Sunrise Florida and will serve as a main onsite resource for a large client in Miami Lakes Fl.  The IT Support Technician serves as first point of contact for customers seeking technical assistance via phone, email and chat.   Performs remote troubleshooting through diagnostic techniques and pertinent questions to offer bests solution to customer based on issue and details provided. This resource manages the ticket handling process for their clients and effectively uses team resources to drive ticket closure, performance metrics and ensure customer satisfaction. Provides technical leadership to the team and organization.  **Technical Responsibilities include:**   * Serve as the first point of contact for customers seeking technical assistance via phone, email or chat. * Perform remote troubleshooting through diagnostic techniques and pertinent questions * Determine best solution based upon the issue and details provide by customers * Walk the customer through the problem-solving process * Escalate unresolved issues to the next level of support when needed * Provide accurate information on IT products or services * Record events and problems and their resolution in ticketing system * Manages client tickets and using team resources to ensure client satisfaction and ticket metrics are achieved * Represent Zymphony Technology Solutions Florida professionally to all interested parties including customers, prospects, and outside vendor partners * Adherence and commitment to Zymphony Technology Solutions Florida Core Values * Process oriented, with great attention to detail * Other duties assigned with on call – after hours team rotation approximately every 2 months   **Preferred Technical Certifications**  Microsoft MCP Windows 10, Microsoft MCP Office 365, COMTIA A+ or related experience.  **Requirements:**   * High School Diploma or GED or equivalent combination of education and experience * Minimum 2 years full-time experience working in a technology solutions environment * Valid Driver’s License & transportation   **skills and abilities**   * Excellent written and verbal communication skills * Knowledgeable of office automation products, databases and remote control * Good understanding of computer systems mobile devices, and other technical products * Strong decision making and problem-solving abilities * Strong interpersonal and relationship building skills * Strong passion for customer service * Exceptional organizational skills and the ability to handle multiple tasks concurrently. * Able to drive vehicle from site to site to provide technical support for our customers. * Ability to learn quickly in a fast-paced environment * Proficient in assessing and troubleshooting desktop, email and basic network issues.   **Preferred Skills**  •     Experience with Windows Desktop Operating Systems (Windows 7-10)  •     Experience with Microsoft Office Applications (Word, Excel, etc.)  •     Experience using a ticketing and time management system  **Physical Demands**  While performing the responsibilities of the job, the employee is often required to sit, talk, listen, use their hands and fingers, type on a computer.  Vision abilities required by this job including driving and reading. Able to sit and/or stand 2 hours continuously, up to 8 hours per day. Able to remain on feet for 1 hour continuously Lifting requirements 50 pounds or less frequently, 100 pounds or less occasionally.  **Work Environment**  The noise level in the work environment is usually quiet to moderate.  This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed.  Zymphony Technology Solutions Florida reserves the right to modify all elements of this position, including but not limited to responsibilities, requirements, skills and abilities, physical demands, work environment and compensation in whole or in part at any time.  **Benefits Offered**: Medical, Dental, Life, Vision, 401K | | | |
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| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: | Jack R. Silver | Date/Time: | 2/7/2020 |

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