

Technology Support Technician



Job Description

Support and assist users with technology issues across all departments.

Essential Job Functions

Provide technical assistance to computer system users. Answer questions or resolve computer problems for employees in person, via telephone or from remote location. Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems, including phone systems.

Assist the System Administrator to maintain, configure, inventory and support computer network. Maintain and support user hardware and connectivity to the network. Monitor the network to ensure availability to all system users and perform necessary maintenance to support availability.

Interfaces

The Technology Support Technician ('TST') interfaces with internal and external resources as follows:

- The TST will interface with **all users** at Cove Risk and Glacier Bay regarding supporting the network and any Helpdesk issues that arise.
- The TST interfaces with other **IT Department** associates in monitoring the system and user needs.
- The TST will interface with all supporting **IT vendors and consultants** including but not limited to Sapiens (hosted AS-400), Peruzzi Consulting, Dunn Solutions (Business Objects) and Hudson River Computing (Great Plains General Ledger).
- The TST interfaces with **outside vendors**, including but not limited to, attorneys, excess carriers, hardware providers (Kofax, Pitney Bowes) bill review providers (Karvy) and payroll auditors, as it relates to their access to our systems and supporting their efforts to meet Cove Risk's objectives and security.
- The TST reports directly to the **President**.

Duties

- First level of response for Helpdesk inquiries.
- Actively monitor the Helpdesk email Inbox for items pertaining to assigned software, hardware and technical areas. Work cooperatively with other IT staff in discussing and allocating all Helpdesk requests in a timely manner. Communicate with users regarding the status of Helpdesk request.
- Provides employees with support services including printer and computer installation and maintenance.

- Assists with creation and maintenance of computer and network accounts, including AS/400 user creation and proper rights.
- Assists with receiving computers, equipment and peripherals and ensures the proper intake procedures are followed.
- Assists with configuration and deployment of computer hardware and peripherals.
- Reports inoperable equipment and offers proactive solutions to the System Administrator.
- Evaluates and recommends acquisition of computer hardware, software and peripherals to ensure company goals are met to the System Administrator.
- Participates in the planning for and the installation of computers and accessory equipment such as terminals and printers.
- Configures equipment and completes cable interfaces, referencing wiring diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance.
- Assists with start of day procedures where applicable and reports anomalies to management.
- Manages hardware and software inventory.
- Maintains records of machine performance and contacts appropriate technical personnel in the event of machine or software malfunction.
- Performs normal daily maintenance tasks, such as file backups and restoration and file reorganization as required by the various application procedures.
- Coordinates computer activities between various departments.
- Provides phone and remote support for all users as needed.
- Conducts high-level, root-cause analysis for service interruptions; recommends and establishes preventive measures.
- Communicates effectively with IT staff and leadership to ensure smooth systems operation.
- Assists in preparing narrative and statistical reports where necessary.
- All other duties as assigned.

Qualifications

- Familiarity with Microsoft Office Products
- Familiarity with proper Information Technology best practices
- Experienced in Microsoft Office 365, Windows 10/11 and Apple OS
- Familiarity with Networking, Telephony, and basic Virtualization Techniques
- Possess good communication, problem solving, and organizational skills.
- High customer service standards.
- Ability to handle multiple projects simultaneously.
- Constantly operates a computer and other office machinery such as monitors, servers and computer printers. The person in this position needs to occasionally move about inside the office to access servers, computers, office machinery, etc. Occasionally positions self to maintain computers in the office, including under the desks and in the server closet. Frequently moves computer equipment weighing up to 20 pounds to perform upgrades, prepare and roll out new hardware for users as well as maintain existing hardware deployed to users.

Classification

This is a full-time position, non-exempt under FLSA.

Qualifications

At least 2 years hands-on experience in related employment.

Work Environment

This position works in a professional office environment. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, laser printers, and fax machines.

Language Skills

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to effectively communicate in the English language.

Privacy and Protected Information

Personal health information (PHI), also referred to as protected health information, generally refers to demographic information, medical history, test and laboratory results, insurance information and other data that a healthcare professional collects to identify an individual and determine appropriate care.

Protected Personal Information (PPI) under MA law is defined as a person's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such person: social security number; driver's license or state-issued identification card number; or financial account number, or debit or credit card number (with or without any required security code, access code personal identification number or password) that would permit access to a person's financial information.

For purposes of this Job Description both PHI and PPI will be referred to as Protected Information.

During the course of your employment you will come in contact with Protected Information relative to claimants, members and employees. Each employee will use extreme care to protect the confidentiality of Protected Information. Protected Information should be shared only with authorized contractors and vendors. Employees shall not access, transmit, disclose or in any way obtain Protected Information for non-business purposes. Employees should only access the minimum Protected Information necessary to successfully perform their duties. Non-electronic Protected Information will be secured at all times. Every effort should be made to minimize the printing of Protected Information. Once printed Protected Information must be quickly retrieved from the printer and secured. Printed Protected Information should not be treated casually. Printed Protected Information should be disposed of in the secured recycle bins or shredded. Protected Information should never be disposed of using unsecured means.

