

DATE POSTED: April 24, 2019
CLOSING DATE: May 01, 2019 – 5:00 P.M.

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Job Announcement

The following two (2) full-time positions are available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above.

JOB TITLE: IT TECHNICAL SUPPORT SPECIALIST
DEPARTMENT: IT HELPDESK
LOCATION: GUAM
SALARY LEVEL: 2
STARTING SALARY: \$10.99 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
JOB POSTING #: #7048/#G-44-2019-04

Job Summary:

The IT Technical Support Specialist provide technical assistance to a variety of clients. The position requires gathering information for clients and determine the customer's issue by analyzing the symptoms and figuring out the underlying problem. Troubleshoot a wide variety of issues and support a huge range of operation environments from WiFi Networks, IPTV, Server and Storage Systems, Security and Surveillance systems and IT networks.

Essential Duties and Responsibilities:

The Employee will:

1. Know and uphold the established IT&E mission, policies and procedures, IT&E and department objectives, quality assurance and safety programs and standards.
2. Provide technical system and user support by responding to calls, emails, and personal requests for technical support.
3. Establish, maintain, and increase client satisfaction through professional, courteous, and caring service.
4. Document, track and monitor problems to ensure a timely resolution.
5. Help make users productive.
6. Offer guidance and help users solve common IT problems.

7. Document issues and follow up with clients.
8. Know when to redirect problems that require an onsite solution.
9. Use remote control tools to control a user's machine to troubleshoot problems.
10. Resolve technical problems, detect patterns of issues, and coordinate with staff regarding persistent problems.
11. Assist other technical support specialist in troubleshooting difficult or time-sensitive problems.
12. Install and commission systems such as personal computers, networks, surveillance systems, security systems, etc.
13. Install and troubleshoot network cabling.
14. Monitor the Network Operations Center (NOC) alerts and, as necessary, coordinate further actions.
15. Maintain knowledge and expertise by learning new and evolving technologies and by achieving appropriate industry and professional certifications.
16. Contribute to company vision and direction by helping improve technical practices, as well as choosing key technologies and issues to address as we grow.
17. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: Bachelor's degree strongly desired

Work Experience: Two to four years of relevant work experience

Licensure/Certification/Professional Association:

IT Certification in CCNA or Network+ networks and VMware systems preferred

Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Enterprise IT Networks and Enterprise Server and Storage Systems
 - b. Computer, security and surveillance technical support or similar role
 - c. Computer systems and IT components
2. Skills in:
 - a. Troubleshooting Enterprise IT networks and enterprise server systems and computer, security and surveillance equipment
 - b. Managing one's own time
 - c. Preparing written reports, inventories, statistics and analyses
 - d. Using personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word
 - e. Organizing work, prioritizing tasks and managing time
 - f. Problem solving-skills required
3. Ability to:

- a. Be on-call to deal with departmental functions and management issues based on business needs
- b. Work extended hours when needed.
- c. Be flexible and available to work various shifts, in including nights, weekends and holidays
- d. Establish and maintain effective communication with co-workers, supervisors and the general public
- e. Maintain confidentiality
- f. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing.
- g. Learn, maintain and advance usage skills in the job-specific aspects of various computer hardware and software
- h. Make logical and sound decisions in working with other employees and clients and performing progressively complex technical systems
- i. Perform in a self-directed, hard-working, creative and forward thinking manner

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace