

Ampersand Technology Job Description

Title: Client Services Technician	Location: Palmer
Reports to: Tier 1 & 2 Client Services Manager	
FLSA Status: Non-Exempt	EEO Class: Technicians
Approved by: President/CEO	

Uniquely Human, Ampersand provides full-scale technology sustainment, strategic planning, and professional services to our clients, allowing them to achieve their greatest ambitions. We seek diversity in our work and know we and our clients are enriched when multiple viewpoints and skillsets are employed. We are proud to be an EEO and AAP employer.

Position Summary

Under the general direction of the Tier 1 & 2 Client Services Manager, this position provides a variety of support to clients and stakeholders by responding to their technical requests, troubleshooting their technology-related issues, elevating issues when necessary, and providing exemplar customer service.

This is an entry level position.

Essential Functions

- Assist clients, telephonically, with their cloud and on-premises technological systems
- Identify and troubleshoot client issues
- Provide consultation services to clients
- Elevate client issues as appropriate to Tiers 3, 4, or to Cloud Infrastructure Solution teams
- Participate in call center functions

Non-Essential Functions

- Continual learning and improvement
- Provide help-desk support for employees
- Other duties as assigned

Knowledge, Skill & Ability Requirements

- Basic knowledge of Microsoft Windows computing environments
- Basic knowledge of computer system and network functions
- Exceptional follow-through and attention to detail
- Excellent oral and written communications skills
- Ability to work independently and with a group
- Ability to work with diverse groups of clients and stakeholders
- Ability to work in a fast-paced environment with changing deadlines and needs

Qualifications

- Associates degree in computer science, information technology, or related field (a combination of education and experience may be substituted)
- One year experience in customer service or related field
- Relevant professional certifications preferred

Physical Demands

The physical demands described here refer to the typical level and duration of physical exertion required to perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

During the performance of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, talk, and hear. The employee is regularly required to stand, walk, stoop, kneel, and crouch and must occasionally lift and/or move up to 20 pounds. The vision requirements of this job include close vision and, the ability to adjust focus.

Work Environment

The work environment here is typical of an office environment and representative of those activities an employee might encounter while performing the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of the work being performed. They are not intended to be an exhaustive list of all the duties, responsibilities, and skills required during the performance of the work.