



Clark Atlanta University Job Description

Position Title:	Technical Support Engineer
Department:	Office of Information Technology and Communications
Reports To:	Technical Director

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

Under the general supervision of the Technical Director, the Technical Support Engineer provides advanced support to computer users within a very broad University campus area. Candidate should have excellent oral and written communication skills with the ability to work well with others in a teamwork environment, as well as the ability to effectively handle multiple problems simultaneously. Tasks must be completed with critical deadlines and produce quality results. Candidate must be proactive in problem-solving, a self-starter, take initiative within boundaries of the position while keeping supervisor informed and must be tireless in his/her efforts to improve the quality of customer service with minimal instruction and supervision. Solid problem-solving work experience with laptop/desktop pcs, servers, networking, VoIP, virtualization technology, and audio/video technology is required. Must be able to determine technology needs and recommend solutions to meet the needs of students, faculty, and staff. Identify and implement process improvements. Must possess the ability to prioritize tasks to meet managerial, department, and institutional needs.

Examples of Duties and Responsibilities:

- Assure that products for installation are available and operative;
- Schedule installation in a timely manner;
- Address customer requests for support in an efficient, courteous, and professional manner within established SLA's
- Complete installations with minimum disruption to the customer;
- Migrate old data from existing system to new systems as required;
- Test and implement new products and solutions;
- Research, install and test software updates and patches to support applications and various operating systems;
- Install and recover desktops in a timely manner and with minimal disruption through reimaging;
- Strong PC, server, network, and VoIP troubleshooting skills and ability to resolve basic to advanced hardware, software, and connectivity problems in a timely manner;

- Build servers as required according to required technical specifications
- Ability to deal effectively with all levels of staff on issues of varying complexity; exercise good judgment and flexibility in responses;
- Ability to develop, as well as follow policies, processes, and procedures quickly;
- Ability to apply new technical information (including processes/procedures).
- Assists in documenting processes and procedures
- Work with IT staff to advance strategic technology initiatives and the goals of the University
- Communicate status, timelines, and resolution of problems in a timely fashion using the IT ticketing system

Knowledge, Skills and Abilities

- Proven track record working as a support engineer
- Strong knowledge of Windows client and server platforms
- Knowledge of virtualization technology and storage provisioning
- Knowledge of Mac systems is a plus
- Excellent troubleshooting skills
- Solid communication skills both verbal and written
- Excellent organizational skills and attention to detail
- Experience with Microsoft SCCM is a plus
- Experience with Office 365 is a plus
- Expert-level knowledge of Ethernet, TCP/IP, and other common networking technologies

Minimum Hiring Standards

Education	BS Degree in Computer Science, Information Technology or related field, or equivalent knowledge via job experience
Years of Experience Required	Two (2) to five (5) years of experience in technical support or user service in an information technology environment or other relevant experience
Years of Management/Supervisor Experience	N/A